US010003690B2

(12) **United States Patent**
Bouzid et al.

(10) **Patent No.: US 10,003,690 B2**
(45) **Date of Patent: Jun. 19, 2018**

(54) **DYNAMIC SPEECH RESOURCE ALLOCATION**

(71) Applicant: **Angel.com Incorporated**, Vienna, VA (US)

(72) Inventors: **Ahmed Tewfik Bouzid**, McLean, VA (US); **Michael T. Mateer**, South Riding, VA (US); **Dmitry Sityaev**, Centreville, VA (US)

(73) Assignee: **GENESYS, TELECOMMUNICATIONS LABORATORIES, INC.**, Daly City, CA (US)

(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 0 days. days.

(21) Appl. No.: **14/221,387**

(22) Filed: **Mar. 21, 2014**

(65) **Prior Publication Data**

US 2014/0247927 A1 Sep. 4, 2014

Related U.S. Application Data

(63) Continuation of application No. 13/919,136, filed on Jun. 17, 2013, now Pat. No. 8,699,674, and a (Continued)

(51) **Int. Cl.**
H04M 1/64 (2006.01)
H04M 3/493 (2006.01)
(Continued)

(52) **U.S. Cl.**
CPC ***H04M 3/493*** (2013.01); ***G06F 8/38*** (2013.01); ***G06Q 10/105*** (2013.01); *G10L 15/32* (2013.01); *G10L 25/51* (2013.01)

(58) **Field of Classification Search**
CPC H04M 3/493; H04M 2201/40
(Continued)

(56) **References Cited**

U.S. PATENT DOCUMENTS

5,915,001 A 6/1999 Uppaluru
6,067,357 A 5/2000 Kishinsky et al.
(Continued)

FOREIGN PATENT DOCUMENTS

EP 3047638 A1 2/2017
WO 2011133824 A1 10/2011
WO 2015042345 A1 3/2015

OTHER PUBLICATIONS

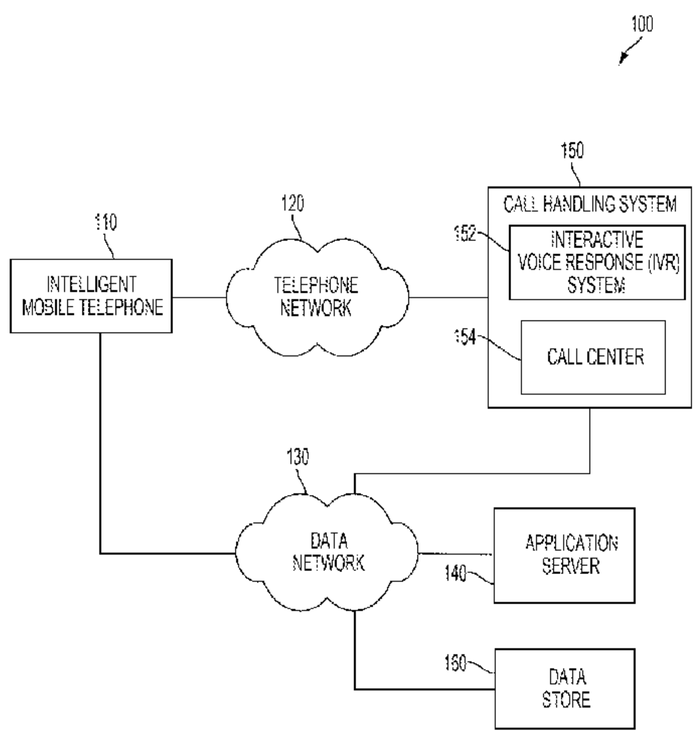
International Search Report dated Aug. 2, 2011 in International Application No. PCT/US2011/033505, 2 pages.
(Continued)

Primary Examiner — Van D Huynh
(74) *Attorney, Agent, or Firm* — Lewis Roca Rothgerber Christie LLP

(57) **ABSTRACT**

A call is received at an interactive voice response (IVR) system. A voice communications session is established between the IVR system and the telephonic device. A request from the IVR system to allocate a speech resource for processing voice data of the voice communications session is received by a dynamic speech allocation (DSA) engine. Configuration data associated with a current state of the voice communications session is accessed by the DSA engine. Dynamic characteristics associated with the caller are accessed by the DSA engine. A speech resource from among multiple speech resources is selected by the DSA engine based on the current state and the dynamic characteristics. The selected speech resource is allocated to the voice communications session by enabling the IVR system to use the selected speech resource to process voice data received from the caller during the current state of the voice communications session.

21 Claims, 39 Drawing Sheets



Related U.S. Application Data

continuation-in-part of application No. 13/092,090, filed on Apr. 21, 2011, now Pat. No. 8,654,934.

(60) Provisional application No. 61/778,880, filed on Mar. 13, 2013, provisional application No. 61/326,636, filed on Apr. 21, 2010, provisional application No. 61/326,616, filed on Apr. 21, 2010.

(51) **Int. Cl.**

G06F 9/44	(2018.01)
G06Q 10/10	(2012.01)
G10L 25/51	(2013.01)
G10L 15/32	(2013.01)

(58) **Field of Classification Search**

USPC 379/88.01, 88.16

See application file for complete search history.

(56) **References Cited**

U.S. PATENT DOCUMENTS

6,078,652	A	6/2000	Barak	
6,263,051	B1	7/2001	Saylor	
6,553,113	B1	4/2003	Dhir	
6,587,547	B1	7/2003	Zirngibl	
6,606,596	B1	8/2003	Zirngibl	
6,658,093	B1	12/2003	Langseth et al.	
6,763,104	B1	7/2004	Judkins et al.	
6,765,997	B1	7/2004	Zirngibl	
6,768,788	B1	7/2004	Langseth	
6,788,768	B1	9/2004	Saylor	
6,788,779	B2	9/2004	Ostapchuck	
6,798,867	B1	9/2004	Zirngibl	
6,829,334	B1	12/2004	Zirngibl	
6,836,537	B1	12/2004	Zirngibl	
6,850,603	B1	2/2005	Eberle	
6,854,154	B2	2/2005	Masuda	
6,873,693	B1	3/2005	Langseth	
6,885,734	B1	4/2005	Eberle	
6,895,084	B1	5/2005	Saylor	
6,920,425	B1 *	7/2005	Will	H04M 3/493 379/88.13
6,940,953	B1	9/2005	Eberle	
6,964,012	B1	11/2005	Zirngibl	
6,977,992	B2	12/2005	Zirngibl	
7,020,251	B2	3/2006	Zirngibl	
7,062,020	B1	6/2006	Pirasteh	
7,082,422	B1	7/2006	Zirngibl	
7,197,461	B1	3/2007	Eberle	
7,266,181	B1	9/2007	Zirngibl	
7,272,212	B2	9/2007	Eberle	
7,296,226	B2	11/2007	Junkermann	
7,340,040	B1	3/2008	Saylor	
7,428,302	B2	9/2008	Zirngibl	
7,440,898	B1	10/2008	Eberle	
7,457,397	B1	11/2008	Saylor	
7,486,780	B2	2/2009	Zirngibl	
7,487,094	B1	2/2009	Konig et al.	
7,831,693	B2	11/2010	Lai	
8,018,921	B2	9/2011	Pogossiants et al.	
8,041,575	B2	10/2011	Agarwal	
8,117,538	B2	2/2012	Anisimov et al.	
8,200,527	B1	6/2012	Thompson et al.	
8,238,533	B2	8/2012	Blackwell	
8,300,798	B1	10/2012	Wu	
8,369,509	B2	2/2013	Jennings	
8,571,195	B2	10/2013	Pasi et al.	
8,582,727	B2	11/2013	Saylor et al.	
8,654,934	B2	2/2014	Saylor et al.	
8,699,674	B2	4/2014	Bouzid et al.	
8,917,828	B2	12/2014	Bouzid et al.	
9,083,795	B1	7/2015	Saylor et al.	
9,245,525	B2 *	1/2016	Yeracaris	G10L 15/22
9,285,974	B2	3/2016	Kumar et al.	
9,468,040	B2	10/2016	Bouzid et al.	
9,479,640	B1	10/2016	Saylor et al.	
9,571,636	B2	2/2017	Kumar et al.	
2002/0035474	A1	3/2002	Alpdemir	
2002/0175943	A1	11/2002	Hunt et al.	
2003/0125958	A1	7/2003	Alpdemir et al.	
2003/0144843	A1	7/2003	Belrose	
2003/0182622	A1	9/2003	Sibal et al.	
2003/0231758	A1	12/2003	Bock et al.	
2004/0042592	A1 *	3/2004	Knott	G06F 8/20 379/88.16
2004/0066416	A1 *	4/2004	Knott	G06Q 10/06 715/797
2004/0104938	A1	6/2004	Saraswat et al.	
2004/0117804	A1	6/2004	Scahill	
2004/0205731	A1	10/2004	Junkermann	
2005/0065837	A1	3/2005	Kosiba et al.	
2005/0141679	A1	6/2005	Zirngibl	
2005/0207545	A1	9/2005	Gao et al.	
2005/0273759	A1	12/2005	Lucassen et al.	
2006/0018440	A1 *	1/2006	Watkins	G10L 15/22 379/88.01
2006/0109975	A1	5/2006	Judkins et al.	
2007/0250841	A1	10/2007	Scahill	
2007/0286162	A1	12/2007	Fabbrizio	
2008/0065390	A1	3/2008	Ativanichayaphong	
2009/0138269	A1	5/2009	Agarwal	
2009/0204603	A1	8/2009	Martino et al.	
2010/0162101	A1	6/2010	Anisimov et al.	
2011/0196979	A1	8/2011	Maes	
2011/0286586	A1	11/2011	Saylor	
2011/0293078	A1	12/2011	Saylor	
2012/0084751	A1	4/2012	Makagon et al.	
2012/0173386	A1	7/2012	Moon et al.	
2012/0300921	A1	11/2012	Jennings	
2013/0028396	A1	1/2013	Pasi et al.	
2013/0204626	A1 *	8/2013	Marcus	G10L 15/22 704/270.1
2014/0024350	A1	1/2014	Bouzid et al.	
2014/0177821	A1	6/2014	Ristock et al.	
2014/0188475	A1	7/2014	Lev-Tov et al.	
2014/0348319	A1	11/2014	Bouzid et al.	
2015/0248226	A1	9/2015	Kumar et al.	
2015/0281436	A1	10/2015	Kumar et al.	
2015/0281445	A1	10/2015	Kumar et al.	
2015/0319303	A1	11/2015	Saylor et al.	
2015/0350429	A1	12/2015	Kumar et al.	
2016/0034260	A1	2/2016	Ristock et al.	
2016/0191705	A1	6/2016	Kumar et al.	
2016/0196053	A1	7/2016	Kumar et al.	
2017/0118338	A1	4/2017	Bouzid et al.	
2017/0118349	A1	4/2017	Saylor et al.	
2017/0155766	A1	6/2017	Kumar et al.	

OTHER PUBLICATIONS

Written Opinion of the International Searching Authority dated Aug. 2, 2011 in International Application No. PCT/US2011/033505, 9 pages.

U.S. Notice of Allowance for U.S. Appl. No. 13/919,136 dated Nov. 22, 2013, 13 pages.

Bellman, Dynamic programming, Princeton University Press, 1957, pp. 169-199.

Brown et al., Class-based n-gram models of natural language, J Computational Linguistics, 1992, 18(4): 467-479.

PCT Notification Concerning Transmittal of International Preliminary Report on Patentability for Application No. PCT/US2011/033505, dated Oct. 23, 2012, 11 pages.

U.S. Non-Final Office Action for U.S. Appl. No. 13/092,090, dated May 9, 2013, 12 pages.

U.S. Non-Final Office Action for U.S. Appl. No. 13/092,101, dated Mar. 11, 2013, 12 pages.

U.S. Notice of Allowance for U.S. Appl. No. 13/092,090, dated Oct. 9, 2013, 13 pages.

U.S. Notice of Allowance for U.S. Appl. No. 13/092,101, dated Jul. 12, 2013, 11 pages.

(56) **References Cited**

OTHER PUBLICATIONS

Australian Government Patent Examination Report No. 1 for Application No. 2014323444, dated Nov. 18, 2016, 3 pages.
Extended European Search Report for Application No. 14846310.2, dated Jan. 17, 2017, 12 pages.
Cisco Unified Contact Center Express Editor Step Reference Guide, Release 9.0(1), Retrieved from the Internet: http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_9_0/programming/guide/SeriesVol2.pdf, Jul. 6, 2012, 248 pages.
Cisco Unified Contact Center Express Solution Reference Network Design Release 9.0(1), Retrieved from the Internet: http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_9_0/design/UCCX_BK_UD5B347F_00_uccx-solution-reference-network-design, Jul. 6, 2016, 156 pages.
International Preliminary Report on Patentability for PCT/US2011/033505, dated Oct. 23, 2012, 10 pages.
International Search Report and Written Opinion for International Application No. PCT/US2014/056452, dated Dec. 29, 2014, 14 pages.
Supplementary European Search Report for Application No. 14846310.2, dated Sep. 23, 2016, 8 pages.
U.S. Non-Final Office Action for U.S. Appl. No. 13/092,090 dated May 9, 2013, 12 pages.
U.S. Non-Final Office Action for U.S. Appl. No. 13/092,101 dated Mar. 11, 2013, 12 pages.
U.S. Non-Final Office Action for U.S. Appl. No. 14/058,661 dated Sep. 4, 2014, 7 pages.
U.S. Notice of Allowance for U.S. Appl. No. 13/092,090 dated Oct. 9, 2013, 13 pages.
U.S. Notice of Allowance for U.S. Appl. No. 13/092,101 dated Jul. 12, 2013, 11 pages.
U.S. Notice of Allowance for U.S. Appl. No. 14/032,443 dated Jul. 22, 2014, 13 pages.
U.S. Notice of Allowance for U.S. Appl. No. 14/170,722 dated Oct. 27, 2014, 19 pages.
Canadian Office Action for Application No. 2,928,357, dated Mar. 2, 2017, 3 pages.
Korean Office action with English Translation for Application No. 10-2016-7010439, dated Mar. 17, 2017, 19 pages.
Korean Decision of Rejection and English Translation for Application No. 10-2016-7010439, dated Jan. 26, 2018, 12 pages.

* cited by examiner

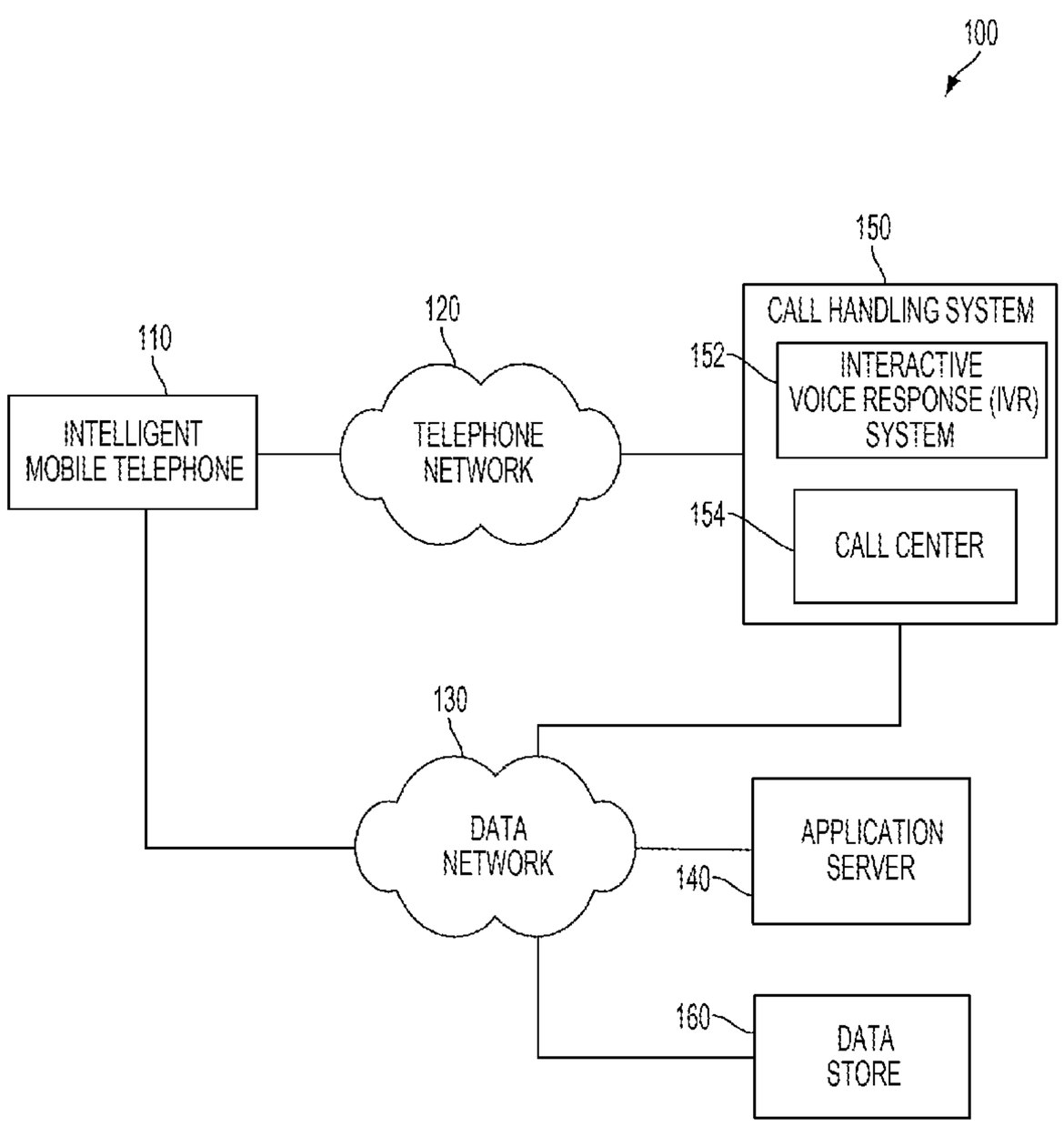

100
150
CALL HANDLING SYSTEM
120
110
152
INTERACTIVE VOICE RESPONSE (IVR) SYSTEM
INTELLIGENT MOBILE TELEPHONE
TELEPHONE NETWORK
154
CALL CENTER
130
DATA NETWORK
APPLICATION SERVER
140
160
DATA STORE

FIG. 1

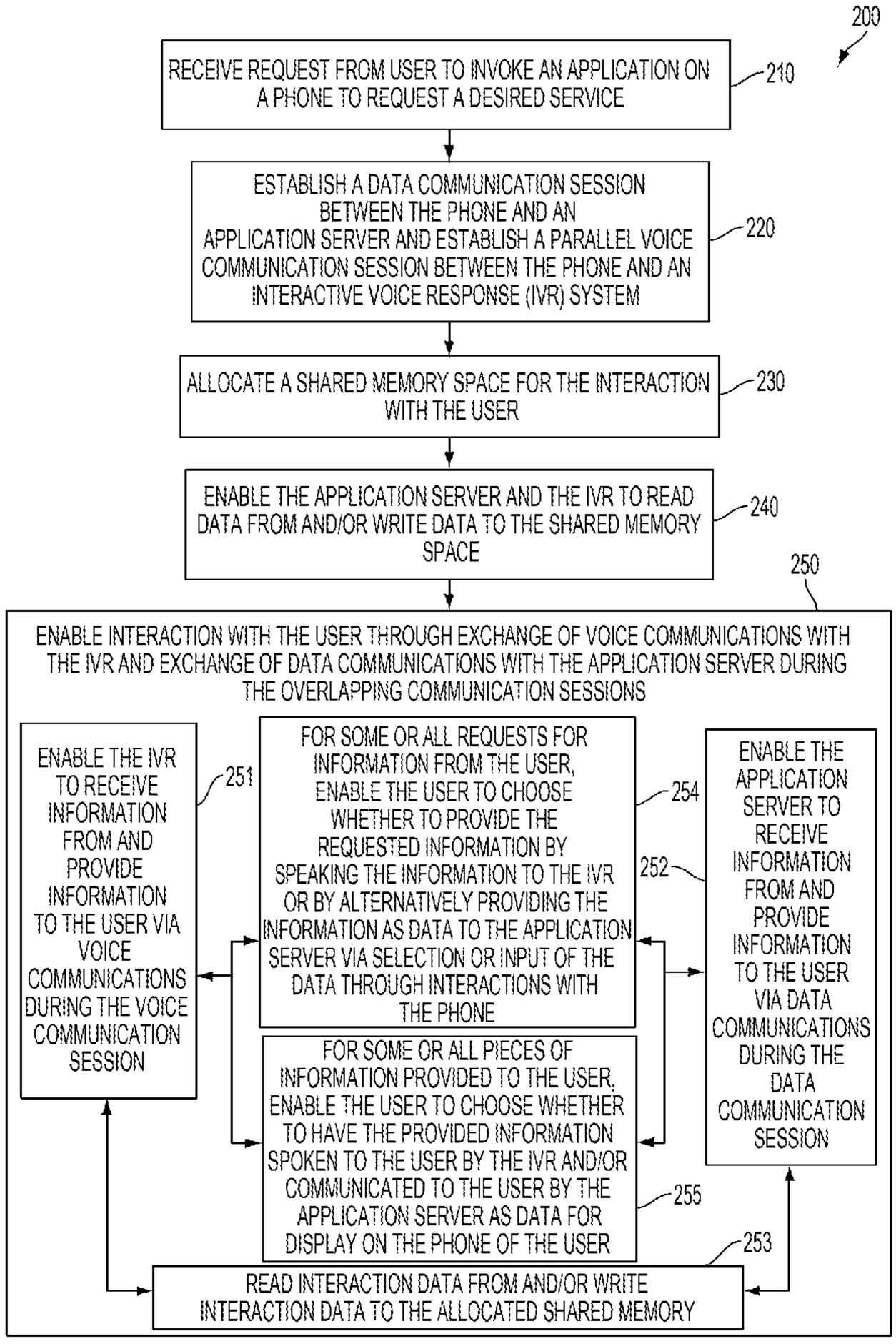

200
RECEIVE REQUEST FROM USER TO INVOKE AN APPLICATION ON A PHONE TO REQUEST A DESIRED SERVICE
210
ESTABLISH A DATA COMMUNICATION SESSION BETWEEN THE PHONE AND AN APPLICATION SERVER AND ESTABLISH A PARALLEL VOICE COMMUNICATION SESSION BETWEEN THE PHONE AND AN INTERACTIVE VOICE RESPONSE (IVR) SYSTEM
220
ALLOCATE A SHARED MEMORY SPACE FOR THE INTERACTION WITH THE USER
230
ENABLE THE APPLICATION SERVER AND THE IVR TO READ DATA FROM AND/OR WRITE DATA TO THE SHARED MEMORY SPACE
240
250
ENABLE INTERACTION WITH THE USER THROUGH EXCHANGE OF VOICE COMMUNICATIONS WITH THE IVR AND EXCHANGE OF DATA COMMUNICATIONS WITH THE APPLICATION SERVER DURING THE OVERLAPPING COMMUNICATION SESSIONS
ENABLE THE IVR TO RECEIVE INFORMATION FROM AND PROVIDE INFORMATION TO THE USER VIA VOICE COMMUNICATIONS DURING THE VOICE COMMUNICATION SESSION
251
FOR SOME OR ALL REQUESTS FOR INFORMATION FROM THE USER, ENABLE THE USER TO CHOOSE WHETHER TO PROVIDE THE REQUESTED INFORMATION BY SPEAKING THE INFORMATION TO THE IVR OR BY ALTERNATIVELY PROVIDING THE INFORMATION AS DATA TO THE APPLICATION SERVER VIA SELECTION OR INPUT OF THE DATA THROUGH INTERACTIONS WITH THE PHONE
254
ENABLE THE APPLICATION SERVER TO RECEIVE INFORMATION FROM AND PROVIDE INFORMATION TO THE USER VIA DATA COMMUNICATIONS DURING THE DATA COMMUNICATION SESSION
252
FOR SOME OR ALL PIECES OF INFORMATION PROVIDED TO THE USER, ENABLE THE USER TO CHOOSE WHETHER TO HAVE THE PROVIDED INFORMATION SPOKEN TO THE USER BY THE IVR AND/OR COMMUNICATED TO THE USER BY THE APPLICATION SERVER AS DATA FOR DISPLAY ON THE PHONE OF THE USER
255
READ INTERACTION DATA FROM AND/OR WRITE INTERACTION DATA TO THE ALLOCATED SHARED MEMORY
253

FIG. 2

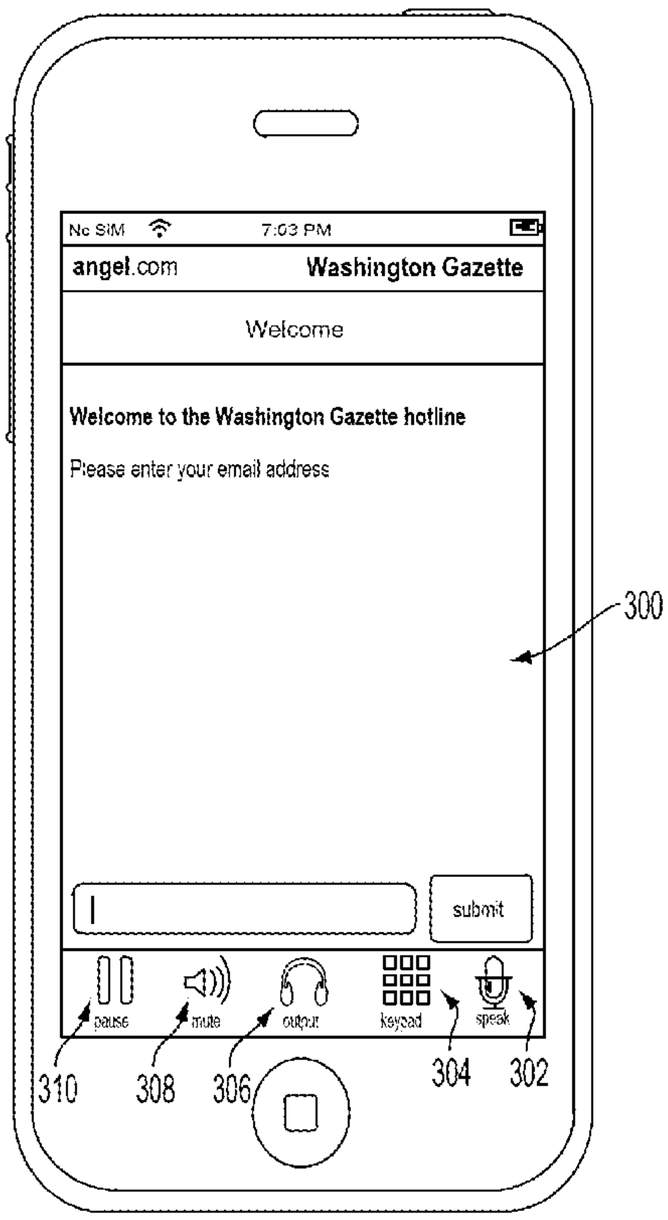

No SIM
7:03 PM
angel.com
Washington Gazette
Welcome
Welcome to the Washington Gazette hotline
Please enter your email address
submit
pause
mute
output
keypad
speak
300
310
308
306
304
302

FIG. 3A

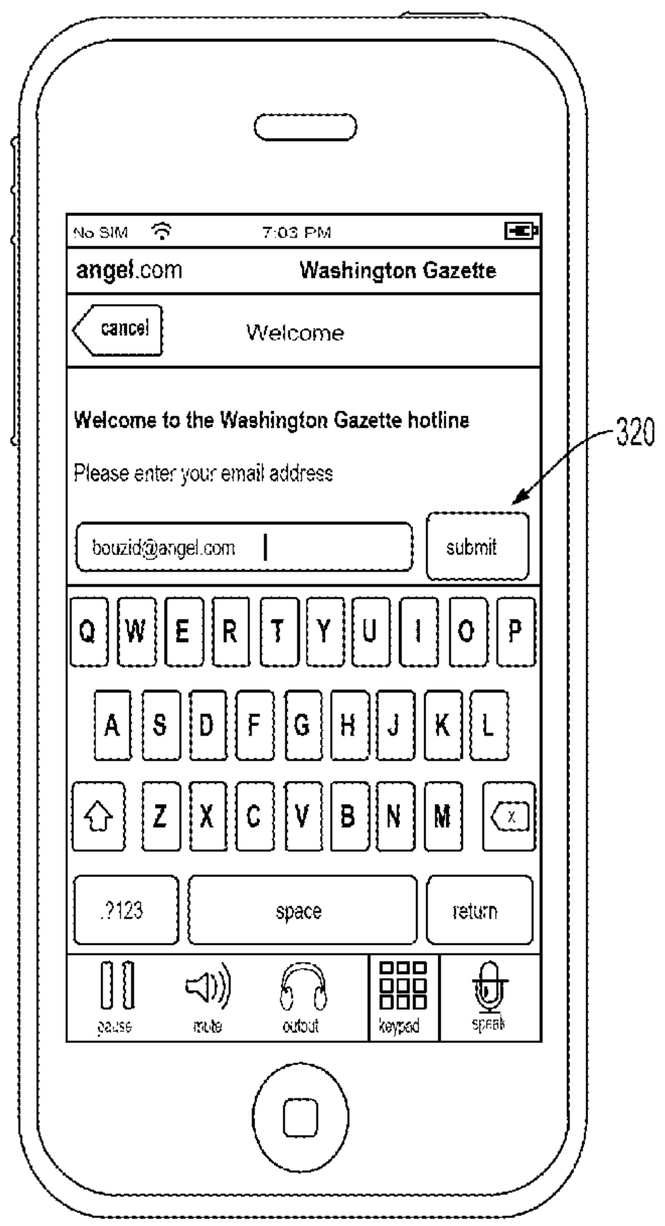

No SIM
7:03 PM
angel.com
Washington Gazette
cancel
Welcome
Welcome to the Washington Gazette hotline
Please enter your email address
bouzid@angel.com
submit
320
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
.?123
space
return
pause
mute
output
keypad
speak

FIG. 3B

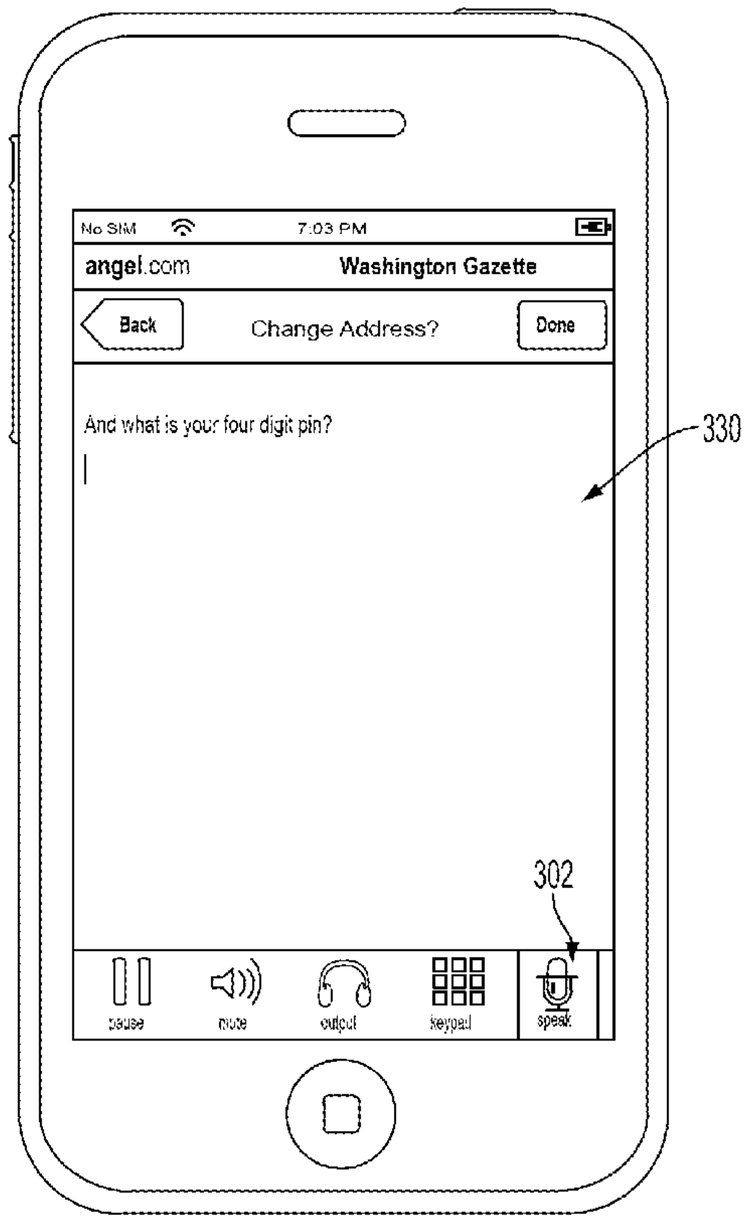

No SIM
7:03 PM
angel.com
Washington Gazette
Back
Change Address?
Done
And what is your four digit pin?
330
302
pause
mute
output
keypad
speak

FIG. 3C

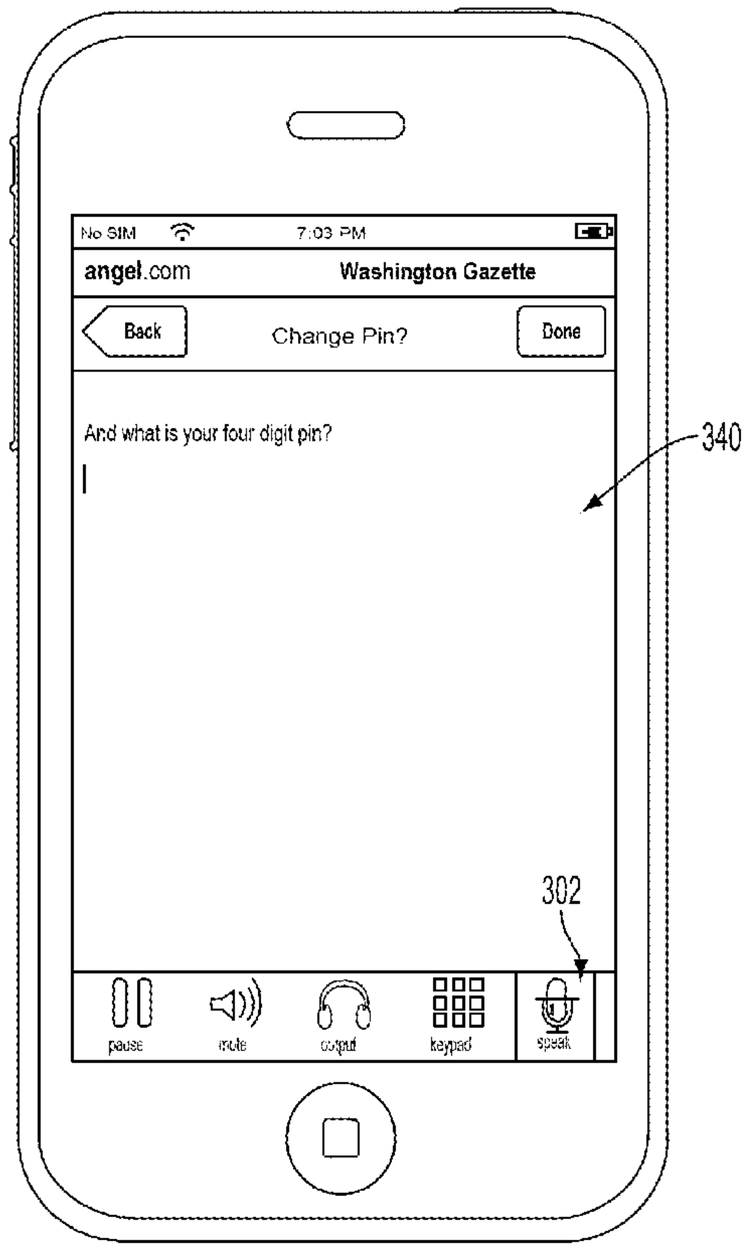

No SIM
7:03 PM
angel.com
Washington Gazette
Back
Change Pin?
Done
And what is your four digit pin?
340
302
pause
route
output
keypad
speak

FIG. 3D

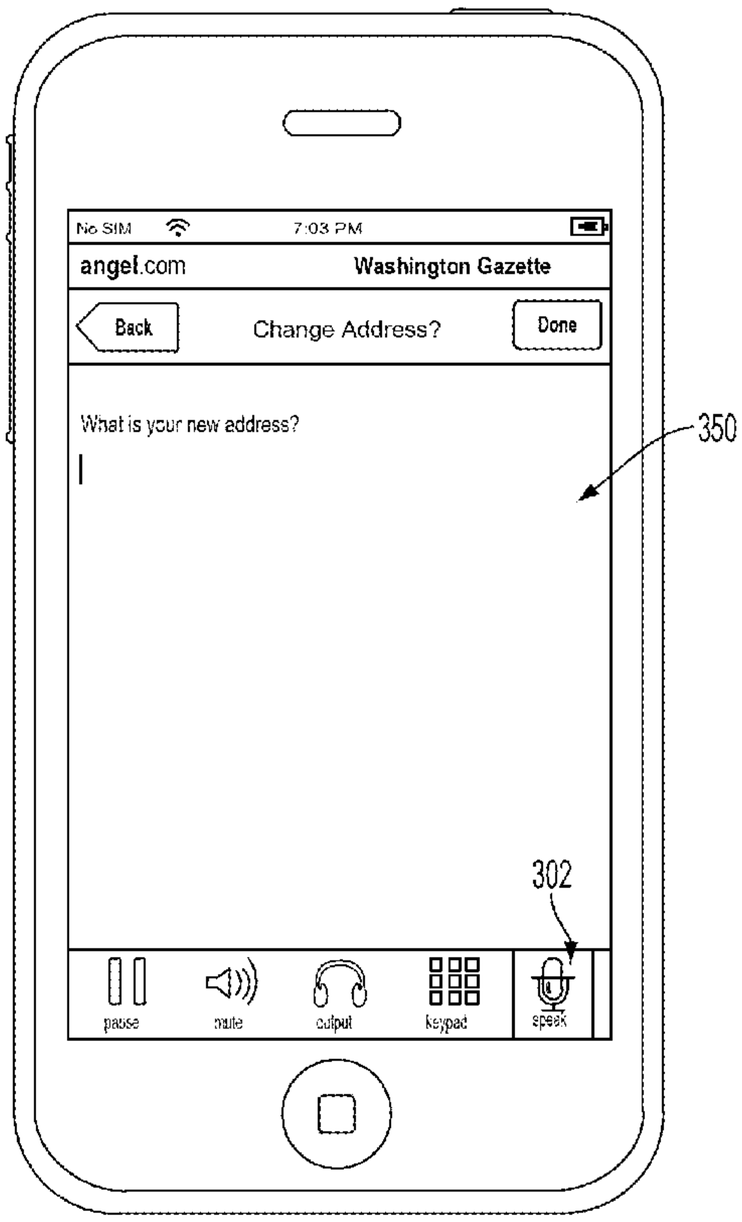

No SIM
7:03 PM
angel.com
Washington Gazette
Back
Change Address?
Done
What is your new address?
350
302
pause
mute
output
keypad
speak

FIG. 3E

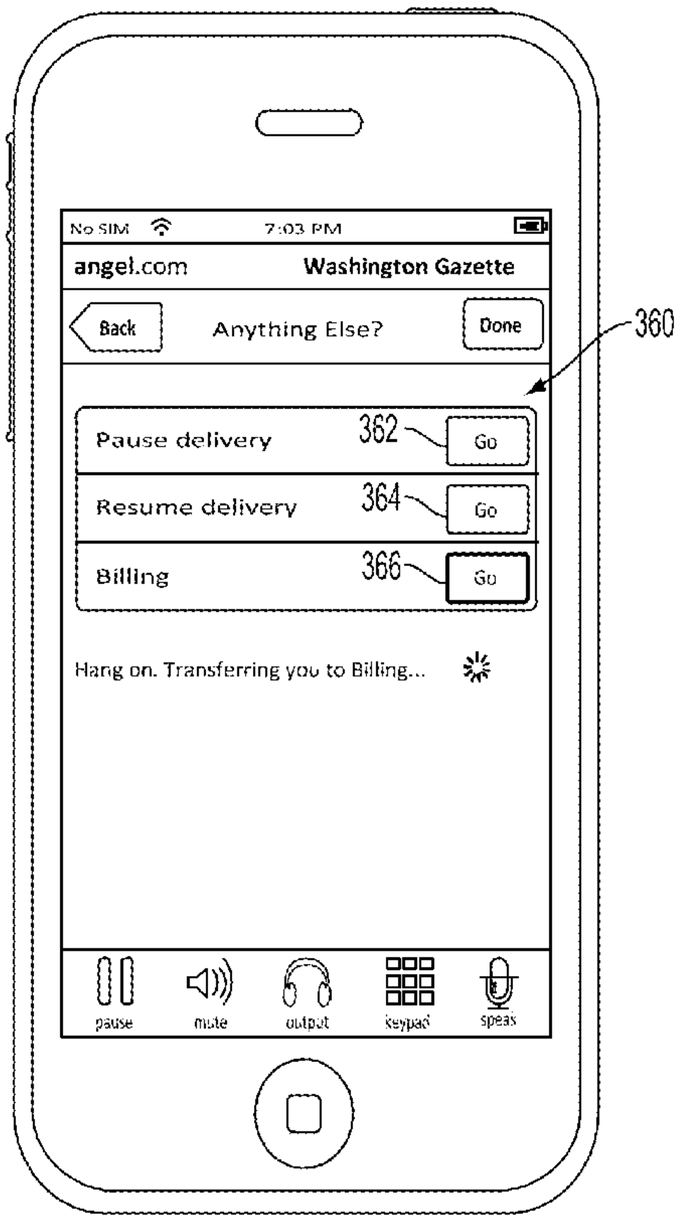

No SIM
7:03 PM
angel.com
Washington Gazette
Back
Anything Else?
Done
360
Pause delivery
362
Go
Resume delivery
364
Go
Billing
366
Go
Hang on. Transferring you to Billing...
pause
mute
output
keypad
speas

FIG. 3F

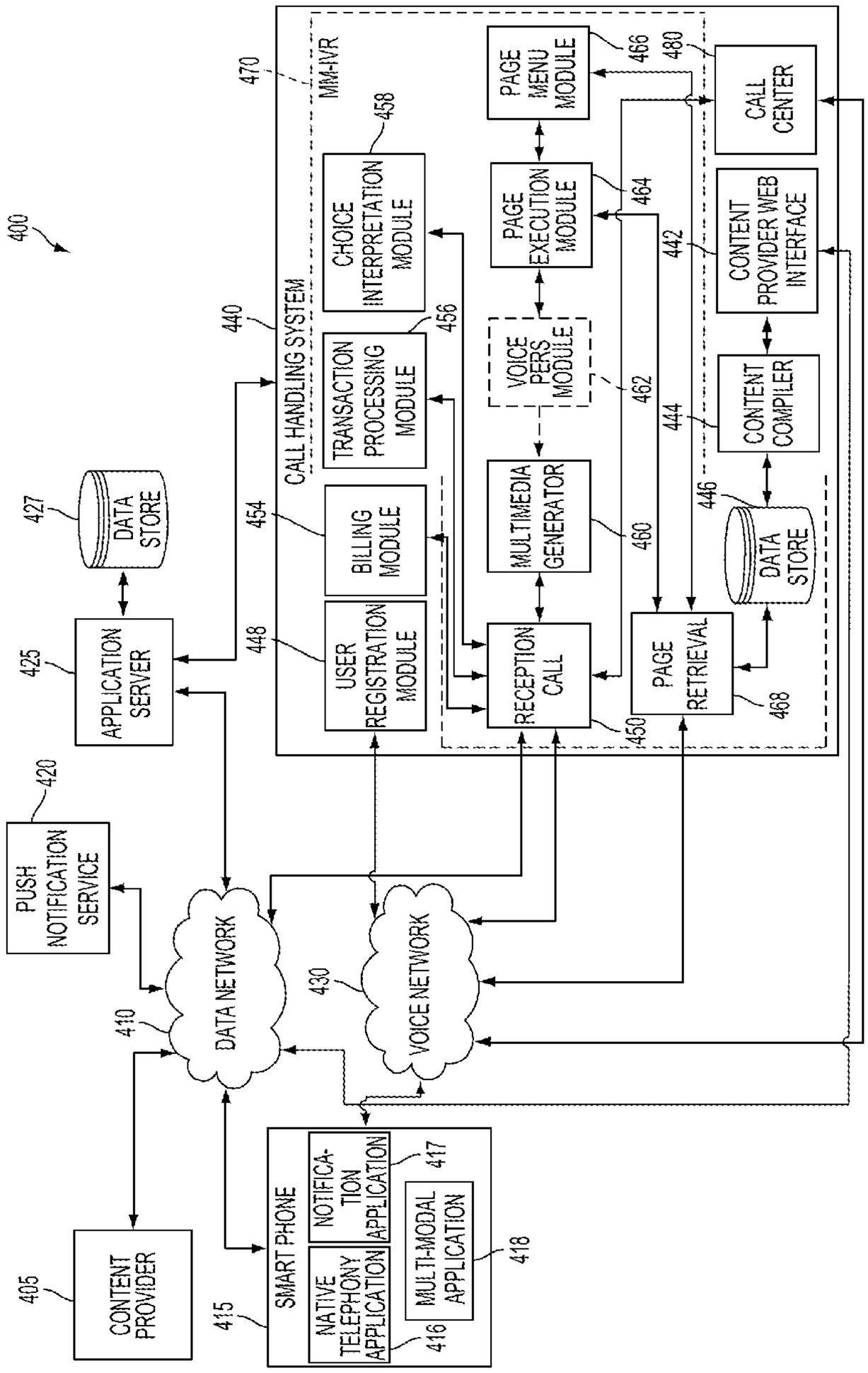

400
470
MM-IVR
458
CHOICE INTERPRETATION MODULE
PAGE MENU MODULE
466
480
CALL CENTER
440
CALL HANDLING SYSTEM
TRANSACTION PROCESSING MODULE
456
PAGE EXECUTION MODULE
464
CONTENT PROVIDER WEB INTERFACE
442
VOICE PERS MODULE
462
CONTENT COMPILER
444
427
DATA STORE
454
BILLING MODULE
MULTIMEDIA GENERATOR
460
446
DATA STORE
425
APPLICATION SERVER
448
USER REGISTRATION MODULE
RECEPTION CALL
PAGE RETRIEVAL
450
468
420
PUSH NOTIFICATION SERVICE
410
DATA NETWORK
430
VOICE NETWORK
405
CONTENT PROVIDER
415
SMART PHONE
NATIVE TELEPHONY APPLICATION
416
NOTIFICA-TION APPLICATION
417
MULTI-MODAL APPLICATION
418

FIG. 4

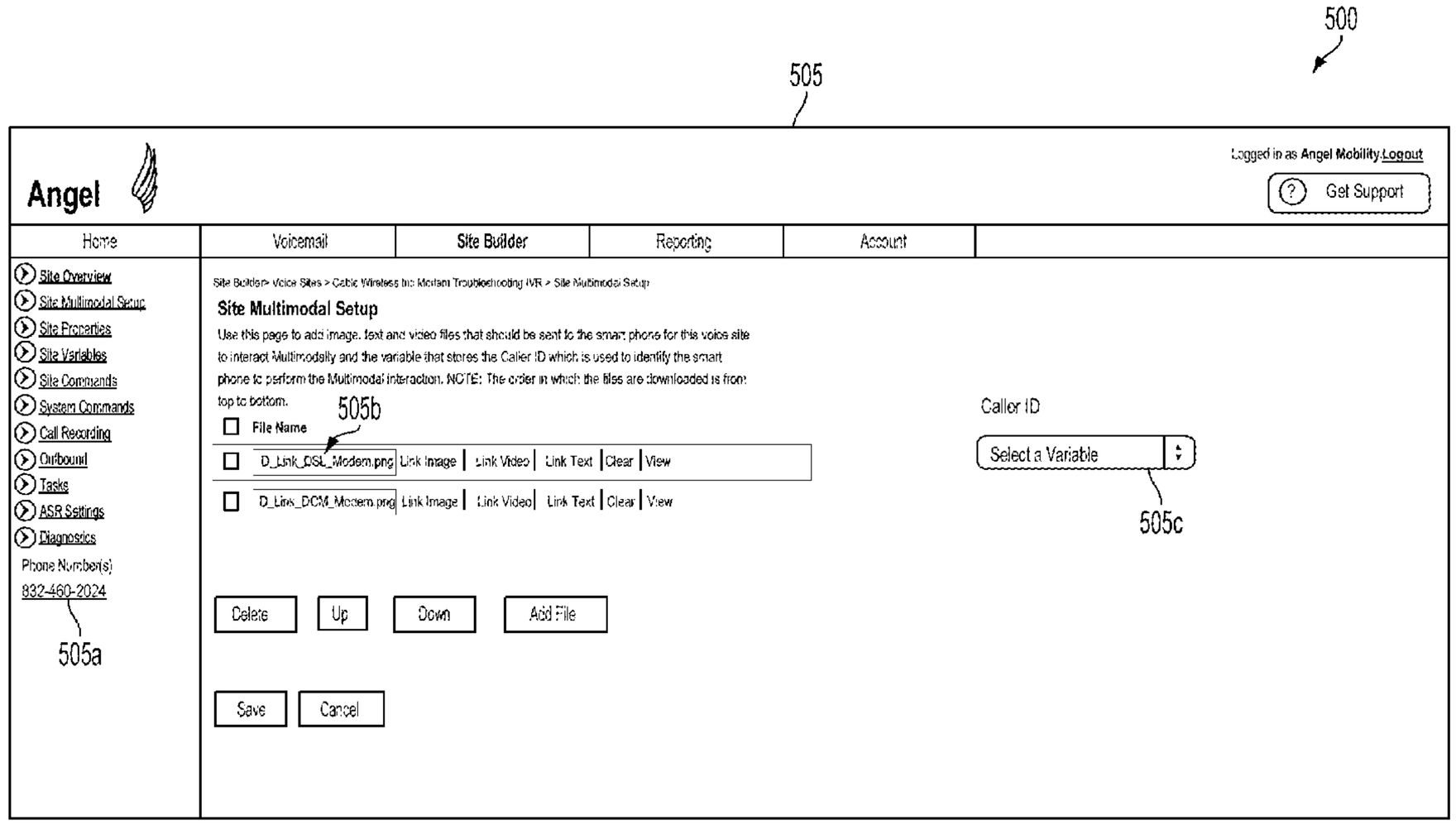

500
505
Angel
Logged in as Angel Mobility Logout
Get Support
Home
Voicemail
Site Builder
Reporting
Account
Site Overview
Site Multimodal Setup
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Ourbound
Tasks
ASR Settings
Diagnostics
Phone Number(s)
832-460-2024
505a
Site Builder> Voice Sites > Cable Wireless Inc Motion Troubleshooting IVR > Site Multimodal Setup
Site Multimodal Setup
Use this page to add image, text and video files that should be sent to the smart phone for this voice site to interact Multimodally and the variable that stores the Caller ID which is used to identify the smart phone to perform the Multimodal interaction. NOTE: The order in which the files are downloaded is from top to bottom.
505b
File Name
D_Link_DSL_Modem.png
Link Image
Link Video
Link Text
Clear
View
D_Link_DCM_Modem.png
Link Image
Link Video
Link Text
Clear
View
Caller ID
Select a Variable
505c
Delete
Up
Down
Add File
Save
Cancel

FIG. 5A

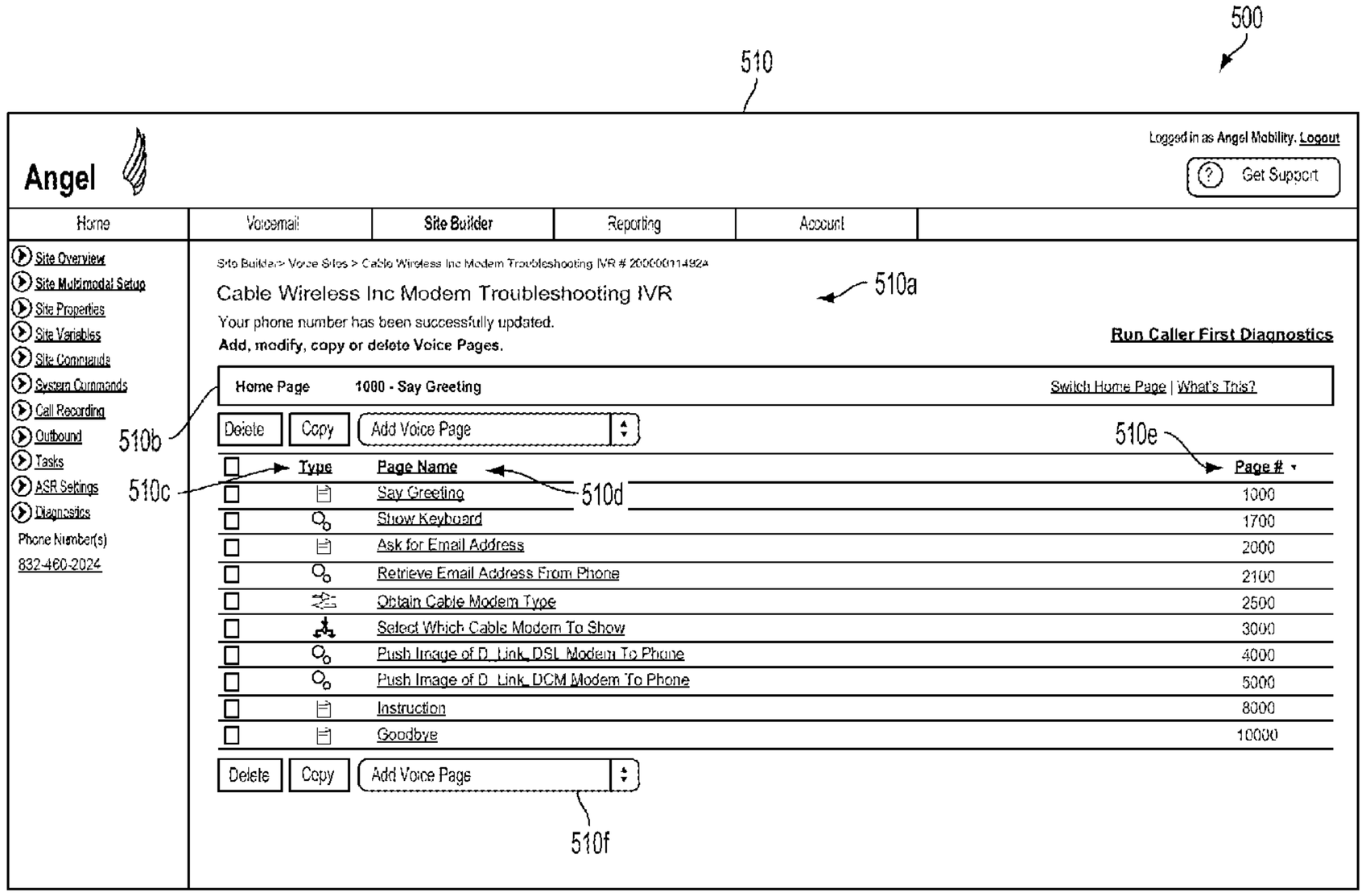

500
510
Angel
Logged in as Angel Mobility. Logout
Get Support
Home
Voicemail
Site Builder
Reporting
Account
Site Overview
Site Multimodal Setup
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Outbound
Tasks
ASR Settings
Diagnostics
Phone Number(s)
832-460-2024
Site Builder> Voice Sites > Cable Wireless Inc Modem Troubleshooting IVR # 2000001149ZA
Cable Wireless Inc Modem Troubleshooting IVR
510a
Your phone number has been successfully updated.
Add, modify, copy or delete Voice Pages.
Run Caller First Diagnostics
Home Page 1000 - Say Greeting
Switch Home Page | What's This?
Delete
Copy
Add Voice Page
510b
510c
510d
510e
Type
Page Name
Page #
Say Greeting 1000
Show Keyboard 1700
Ask for Email Address 2000
Retrieve Email Address From Phone 2100
Obtain Cable Modem Type 2500
Select Which Cable Modem To Show 3000
Push Image of D_Link_DSL Modem To Phone 4000
Push Image of D_Link_DCM Modem To Phone 5000
Instruction 8000
Goodbye 10000
Delete
Copy
Add Voice Page
510f

FIG. 5B

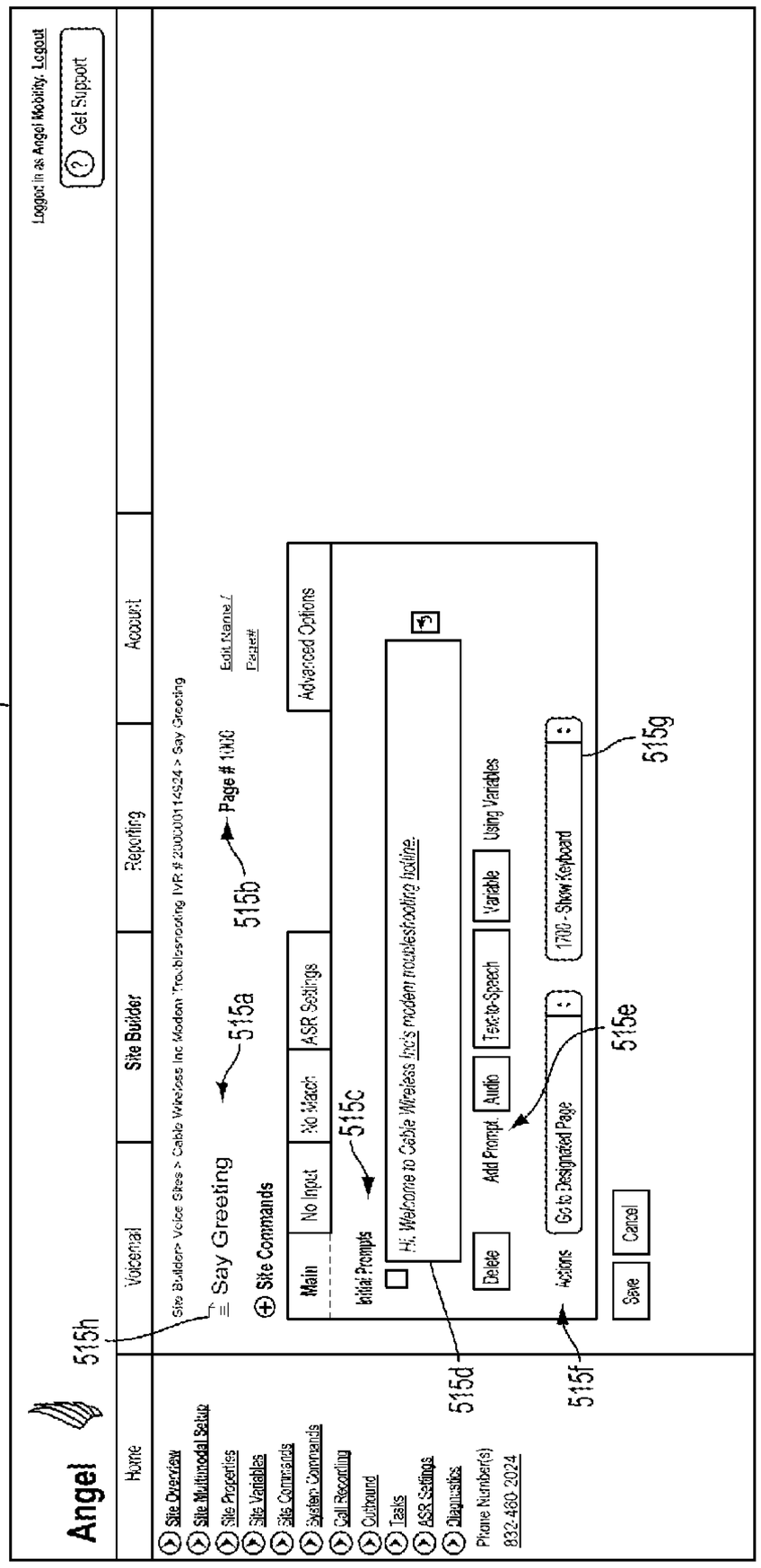

500
515
Logged in as Angel Mobility. Logout
Get Support
Voicemail
Site Builder
Reporting
Account
Site Builder> Voice Sites > Cable Wireless Inc Modem Troubleshooting IVR: # 2000001149.24 > Say Greeting
Say Greeting
515a
Page # 1/XX
515b
Edit Name / Reset
Site Commands
Main
No Input
No Match
ASR Settings
Advanced Options
Initial Prompts
515c
Hi. Welcome to Cable Wireless Inc's modem troubleshooting hotline.
Delete
Add Prompt
Audio
Text-to-Speech
Variable
Using Variables
Actions
Go to Designated Page
1700 - Show Keyboard
515g
Save
Cancel
515h
Angel
Home
Site Overview
Site Multimodal Setup
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Outbound
Tasks
ASR Settings
Diagnostics
Phone Number(s)
832-460-2024
515d
515e
515f

FIG. 5C

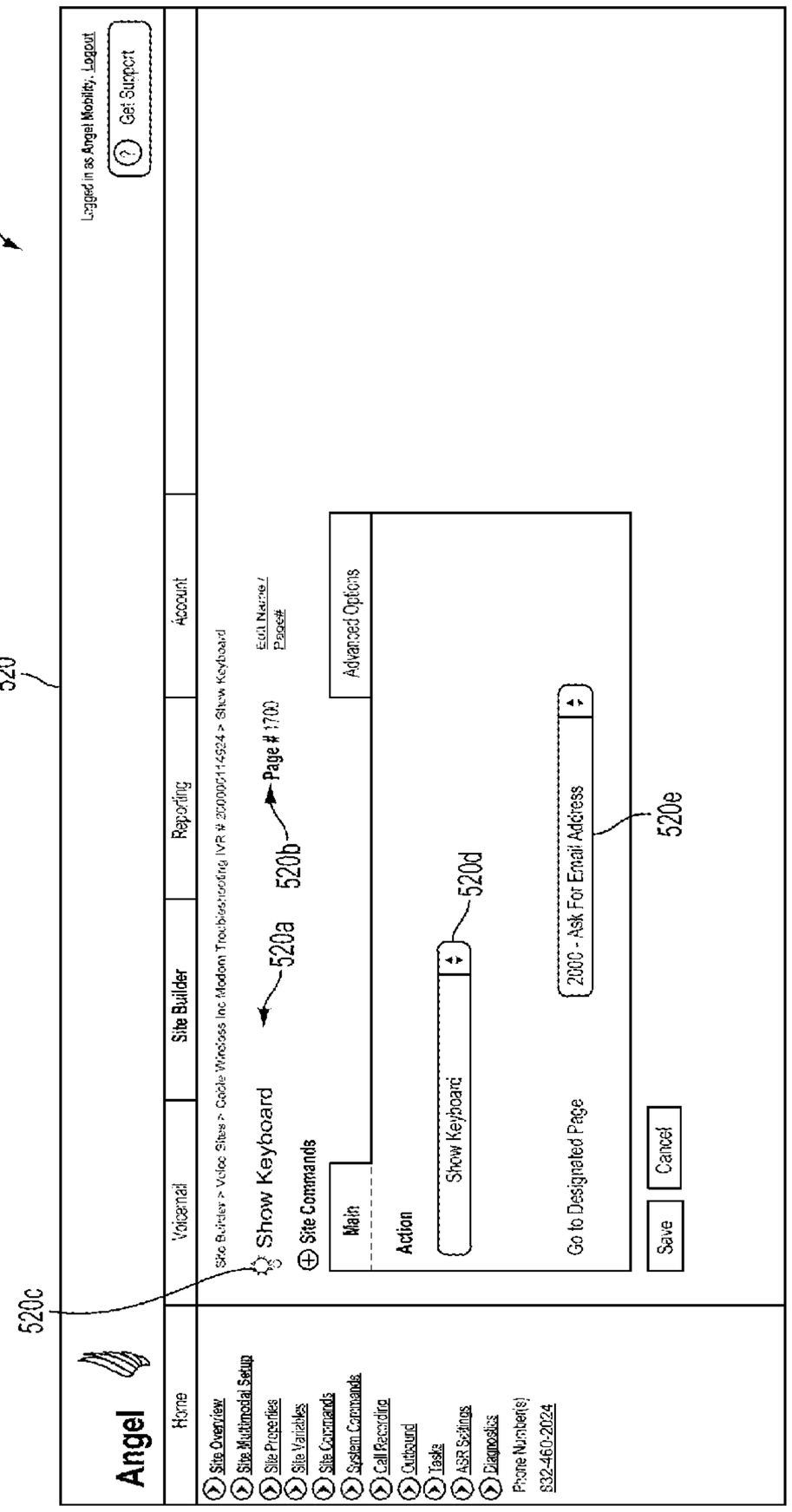

500
520
520c
Angel
Logged in as Angel Mobility, Logout
Get Support
Voicemail
Site Builder
Reporting
Account
Site Builder > Voice Sites > Cable Wireless Inc Modem Troubleshooting IVR # 2000005114924 > Show Keyboard
Show Keyboard
520a
520b
Page # 1700
Edit Name / Page#
Site Commands
Main
Advanced Options
Action
Show Keyboard
520d
Go to Designated Page
2000 - Ask For Email Address
520e
Save
Cancel
Home
Site Overview
Site Multimodal Setup
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Outbound
Tasks
ASR Settings
Diagnostics
Phone Number(s)
832-460-2024

FIG. 5D

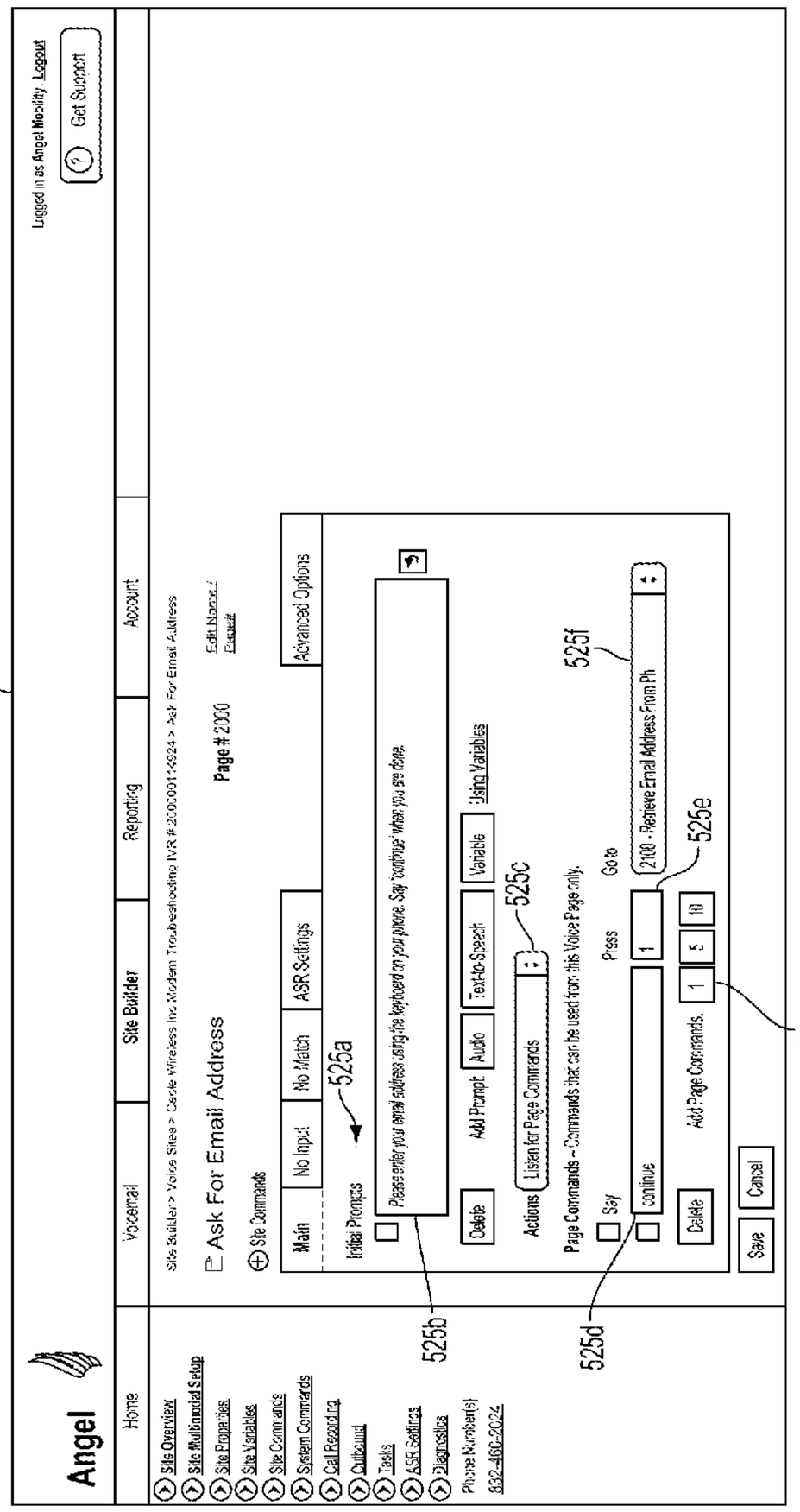

500
525
Logged in as Angel Mobility. Logout
Get Support
Voicemail
Site Builder
Reporting
Account
Site Builder > Voice Sites > Cardle Wireless Inc Modem Troubleshooting IVR # 2000001149?4 > Ask For Email Address
Ask For Email Address
Page # 2000
Edit Name / Pause#
Site Commands
Main
No Input
No Match
ASR Settings
Advanced Options
Initial Prompts
526a
Please enter your email address using the keyboard on your phone. Say 'continue' when you are done.
Delete
Add Prompt
Audio
Text-to-Speech
Variable
Using Variables
525c
Actions
Listen for Page Commands
Page Commands – Commands that can be used from this Voice Page only.
525f
Say
Press
Go to
continue
1
2100 - Retrieve Email Address From Ph
525e
Delete
Add Page Commands.
1
5
10
525g
Save
Cancel
Angel
Home
Site Overview
Site Multimodal Setup
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Outbound
Tasks
ASR Settings
Diagnostics
Phone Number(s)
832-460-2024
525b
525d

FIG. 5E

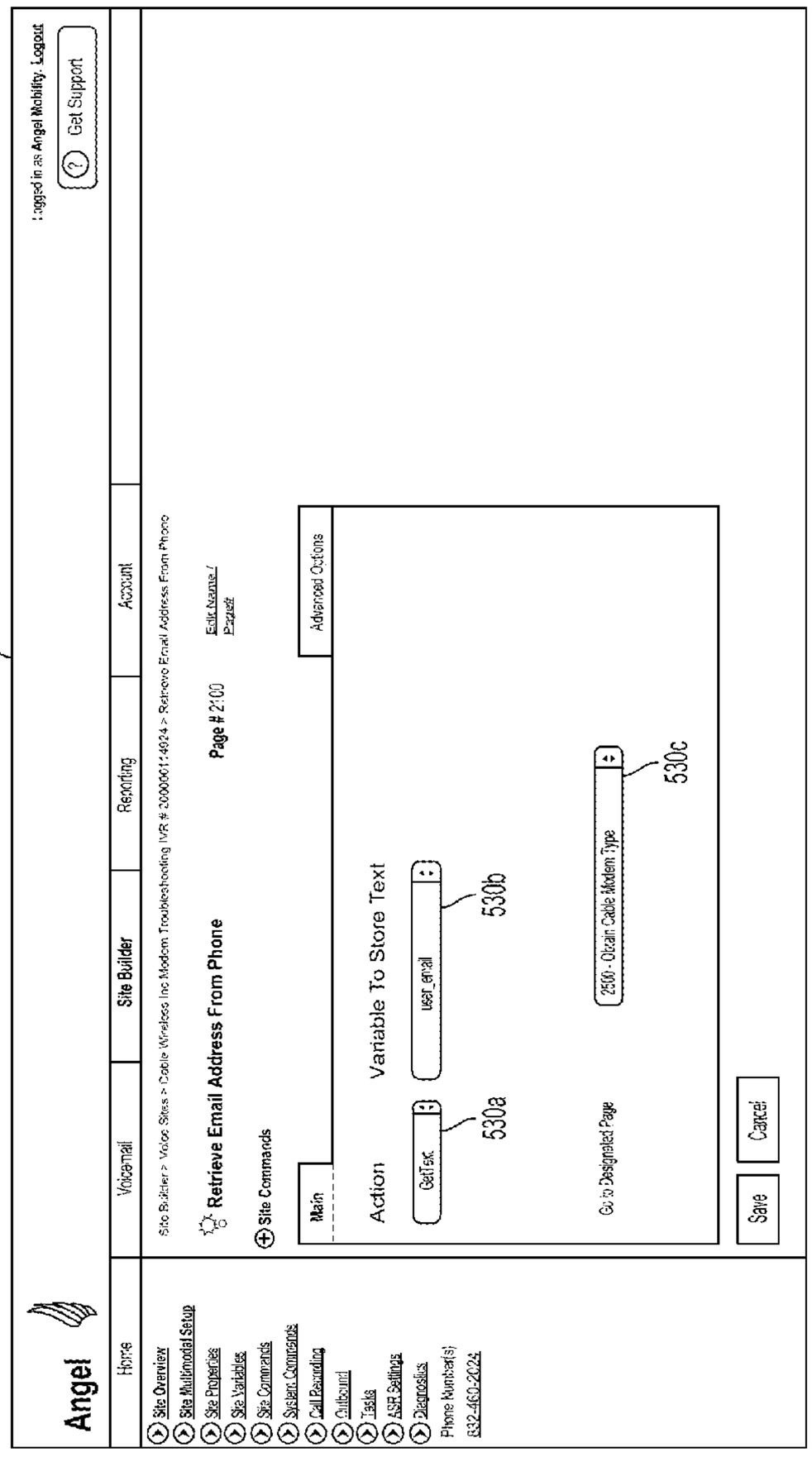

500
530
Logged in as Angel Mobility. Logout
Get Support
Site Builder
Reporting
Account
Site Builder > Voice Sites > Cable Wireless Inc Modem Troubleshooting IVR # 2000600114924 > Retrieve Email Address From Phone
Retrieve Email Address From Phone
Page # 2100
Edit Name / Page#
Advanced Options
Variable To Store Text
user_email
530b
Action
GetText
530a
2500 - Obtain Cable Modem Type
530c
Go to Designated Page
Save
Cancel
Angel
Home
Voicemail
Site Overview
Site Multimodal Setup
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Outbound
Tasks
ASR Settings
Diagnostics
Phone Number(s)
832-460-2624
Site Builder > Voice Sites > Ca
Retrieve Email Ad
Site Commands
Main

FIG. 5F

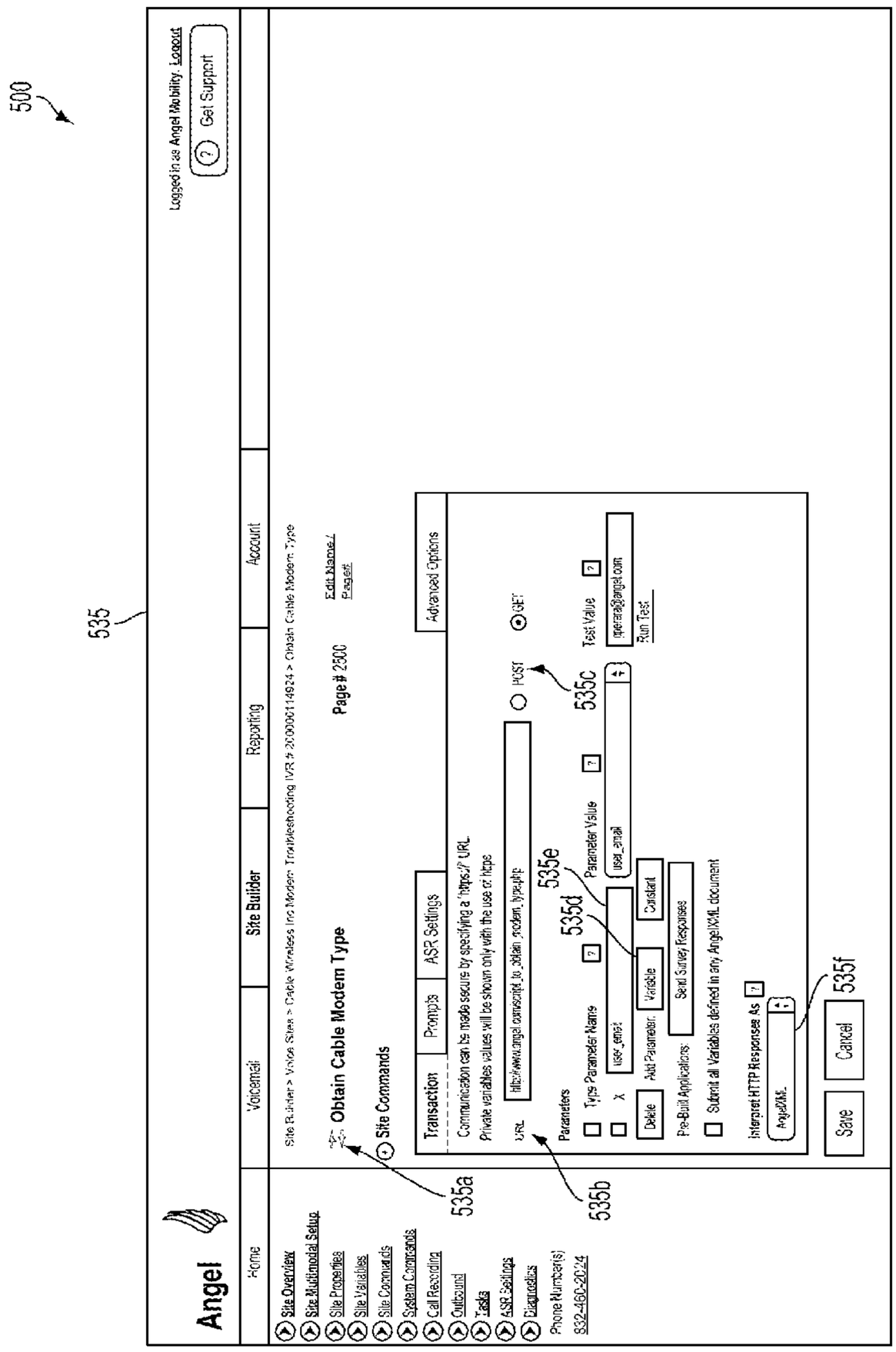

500
535
Logged in as Angel Mobility. Logout
Get Support
Voicemail
Site Builder
Reporting
Account
Site Builder > Voice Sites > Cable Wireless Inc Modem Troubleshooting IVR # 2000001114924 > Obtain Cable Modem Type
Obtain Cable Modem Type
Page # 2800
Edit Name /
Page#
Site Commands
Transaction
Prompts
ASR Settings
Advanced Options
Communication can be made secure by specifying a 'https://' URL
Private variables values will be shown only with the use of https
URL
http://www.angel.com/script_to_obtain_modem_type.php
POST
GET
535e
Parameters
Type Parameter Name
535d
Parameter Value
535c
Test Value
X
user_email
user_email
operas@angel.com
Run Test
Delete
Add Parameter
Variable
Constant
Pre-Built Applications:
Send Survey Responses
Submit all Variables defined in any Angel.WML document
Interpret HTTP Responses As
Angel.WML
Save
Cancel
535f
Angel
Home
Site Overview
Site Multimodal Setup
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Outbound
Tasks
ASR Settings
Diagnostics
Phone Number(s)
832-460-2024
535a
535b

FIG. 5G

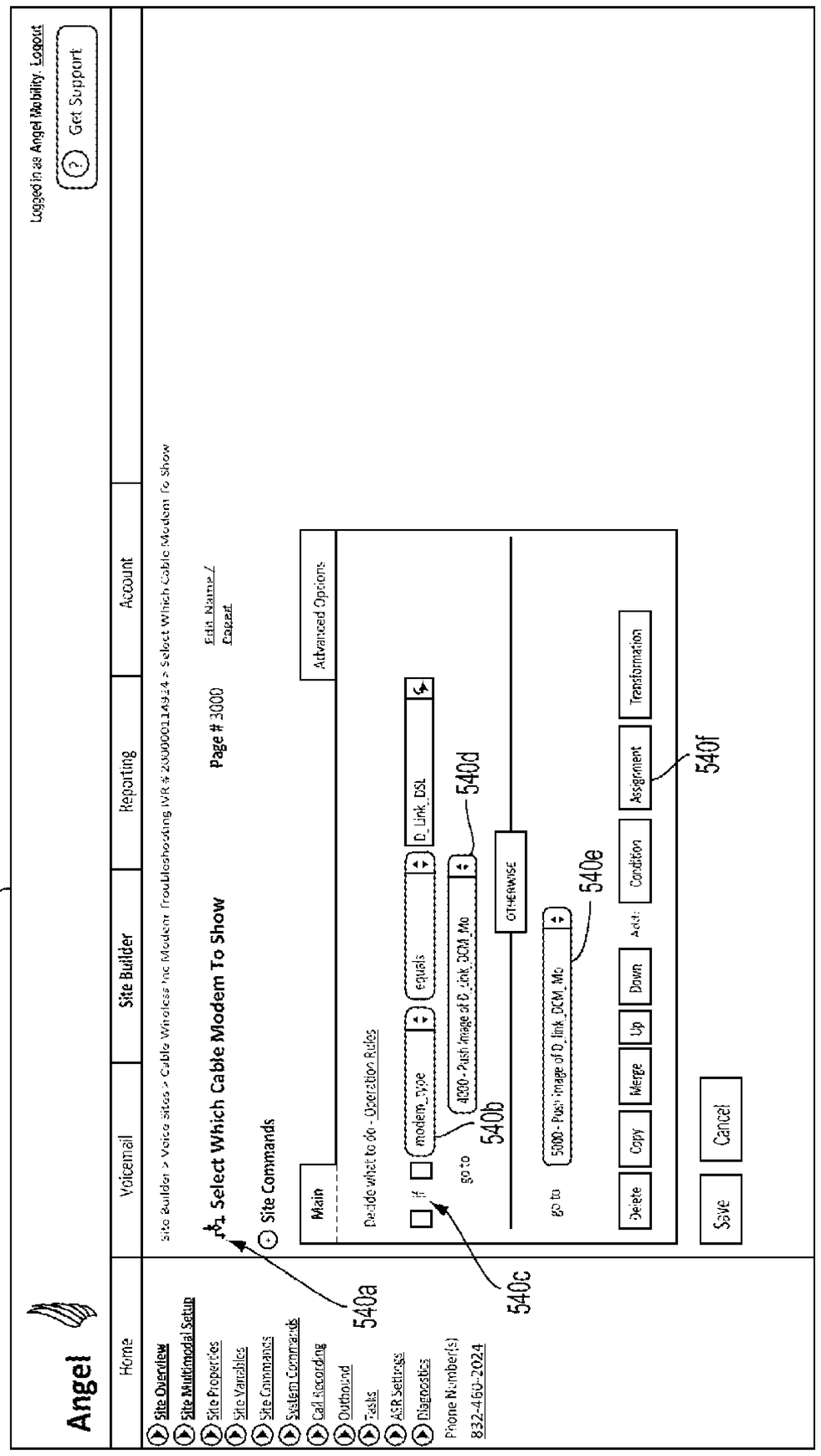

500
540
Logged in as Angel Mobility. Logout
Get Support
Voicemail
Site Builder
Reporting
Account
Site Builder > Voice Sites > Cable Wireless Inc Modem Troubleshooting WR # 2000000114924 > Select Which Cable Modem To Show
Page # 3000
Edit Name / Repeat
Select Which Cable Modem To Show
Site Commands
Main
Advanced Options
Decide what to do - Operation Rules
if
modem_type
equals
D_Link_DSL
go to
4000 - Push image of D_Link_DCM_Mo
OTHERWISE
go to
5000 - Push image of D_link_DCM_Mo
Delete
Copy
Merge
Up
Down
Add:
Condition
Assignment
Transformation
Save
Cancel
Angel
Home
Site Overview
Site Multimodal Setup
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Outbound
Tasks
ASR Settings
Diagnostics
Phone Number(s)
832-460-2024
540a
540b
540c
540d
540e
540f

FIG. 5H

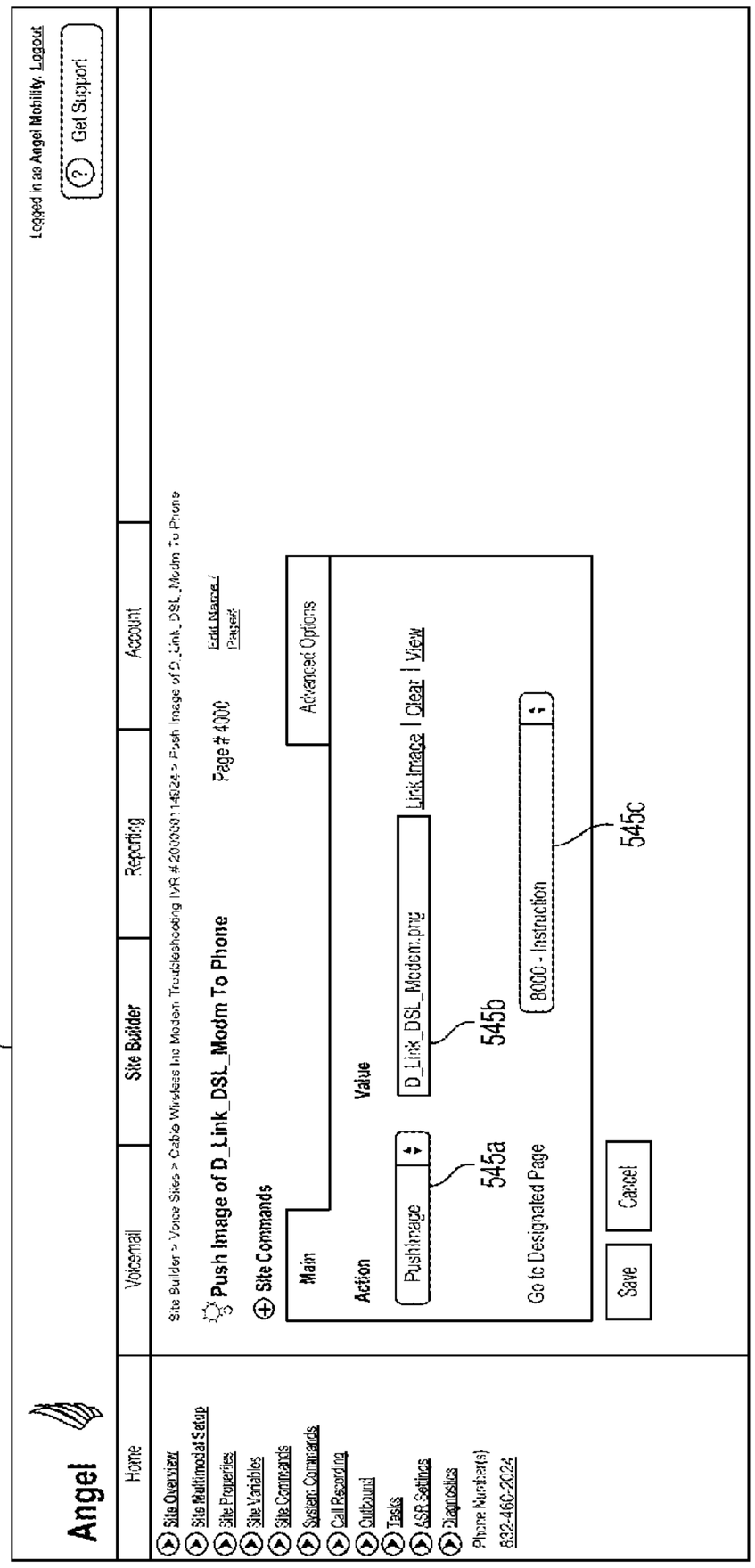

500
545
Logged in as Angel Mobility. Logout
Get Support
Site Builder
Reporting
Account
Site Builder > Voice Sites > Cable Wireless Inc Modem Troubleshooting IVR # 2000001149242 > Push Image of D_Link_DSL_Modm To Phone
D_Link_DSL_Modm To Phone
Page # 4000
Edit Name / Page#
Advanced Options
Value
D_Link_DSL_Modem.png
Link Image | Clear | View
545b
8000 - Instruction
545c
Angel
Home
Voicemail
Site Overview
Site Multimodal Setup
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Outbound
Tasks
ASR Settings
Diagnostics
Phone Number(s)
832-460-2024
Site Builder > Voice Sites > Cable Wireless Inc Modem Troubleshooting IVR # 2000001149242 > Push Image of D_Link_DSL_Modm To Phone
Push Image of D_Link_DSL_Modm To Phone
Site Commands
Main
Action
PushImage
545a
Go to Designated Page
Save
Cancel

FIG. 5I

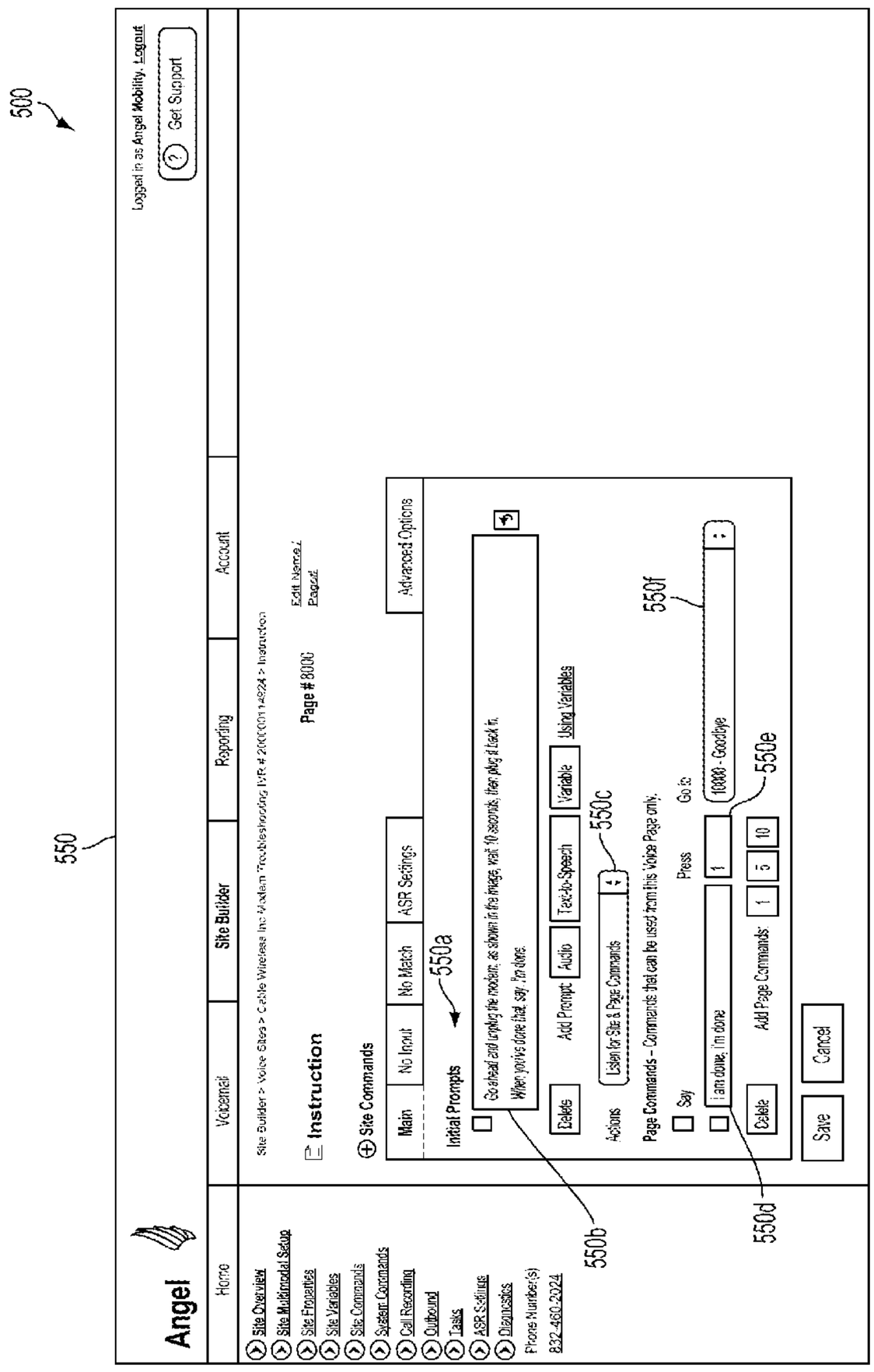

500
550
Logged in as Angel Mobility. Logout
Get Support
Voicemail
Site Builder
Reporting
Account
Site Builder > Voice Sites > Cable Wireless Inc Modem Troubleshooting IVR # 2000001149224 > Instruction
Instruction
Page # 8000
Edit Name / Page#
Site Commands
Main
No Input
No Match
ASR Settings
Advanced Options
Initial Prompts
550a
Go ahead and unplug the modem, as shown in the image, wait 10 seconds, then plug it back in.
When you've done that, say, I'm done.
Delete
Add Prompt
Audio
Text-to-Speech
Variable
Using Variables
Actions
Listen for Site & Page Commands
550c
Page Commands - Commands that can be used from this Voice Page only.
550f
Say
Press
Go to
I am done, I'm done
1
(0000) - Goodbye
Delete
Add Page Commands
1
5
10
550e
Save
Cancel
Angel
Home
Site Overview
Site Multimodal Setup
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Outbound
Tasks
ASR Settings
Diagnostics
Phone Number(s)
832-460-2024
550b
550d

FIG. 5J

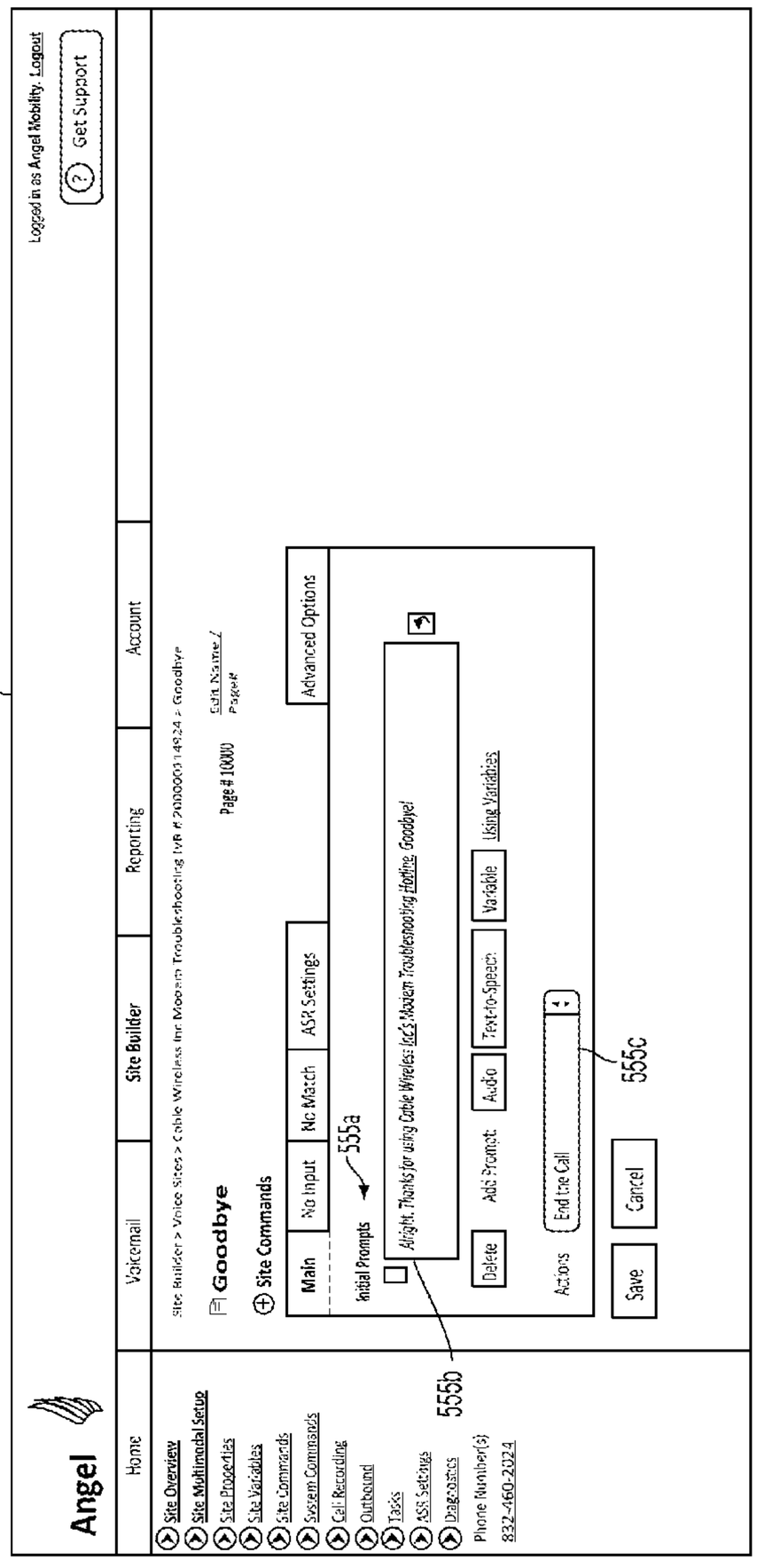

500
555
Logged in as Angel Mobility. Logout
Get Support
Site Builder
Reporting
Account
Site Builder > Voice Sites > Cable Wireless Inc Modem Troubleshooting IVR # 2000000114924 > Goodbye
Page # 10000
Edit Name /
Page#
Angel
Home
Voicemail
Site Overview
Site Multimodal Setup
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Outbound
Tasks
ASR Settings
Diagnostics
555b
Phone Number(s)
832-460-2024
Goodbye
Site Commands
Main
No Input
No Match
ASR Settings
Advanced Options
555a
Initial Prompts
Alright. Thanks for using Cable Wireless Inc's Modem Troubleshooting Hotline. Goodbye!
Delete
Add Prompt:
Audio
Text-to-Speech
Variable
Using Variables
Actions
End the Call
555c
Save
Cancel

FIG. 5K

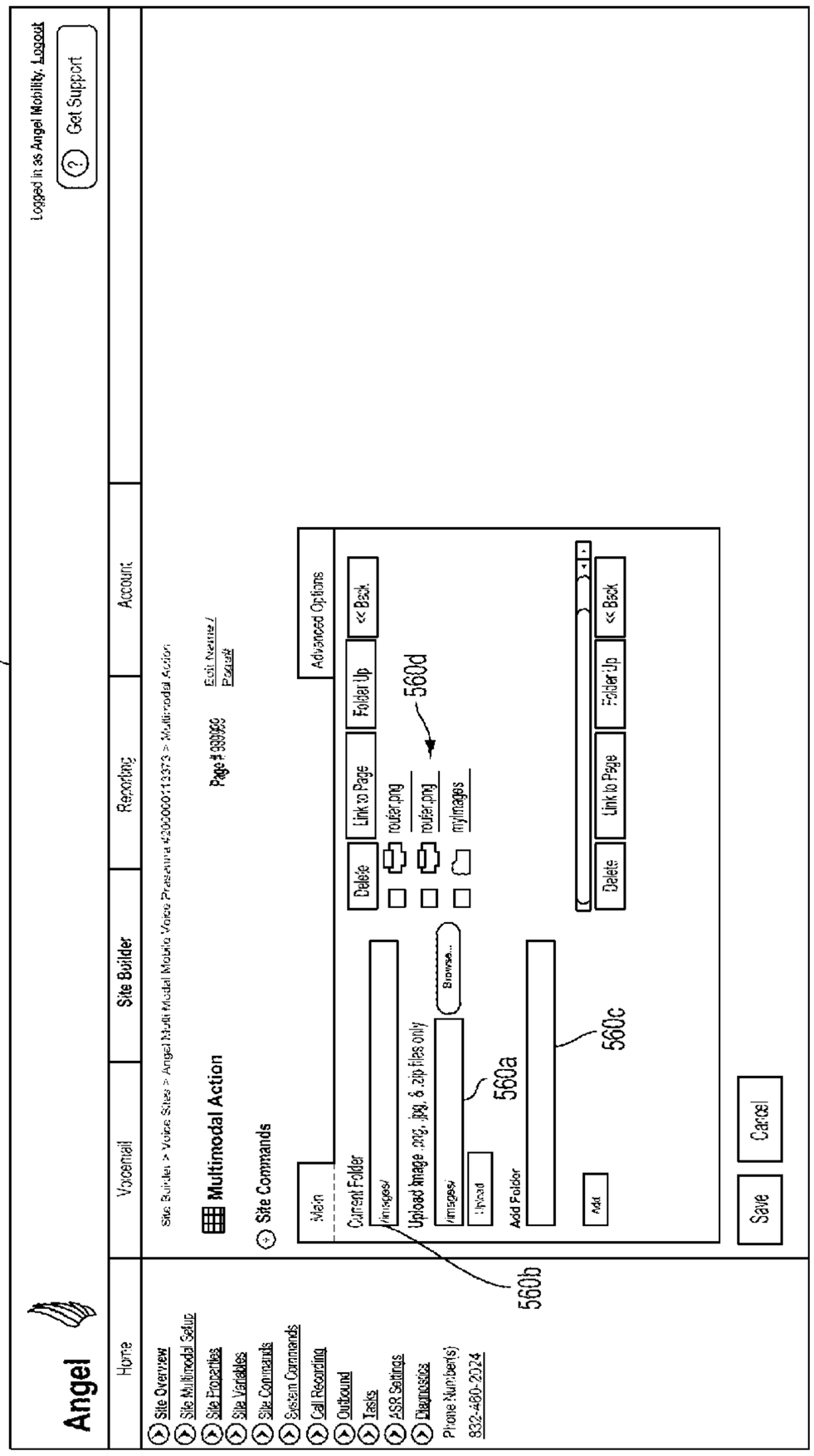

500
560
Logged in as Angel Mobility, Logout
Get Support
Voicemail
Site Builder
Reporting
Account
Site Builder > Voice Sites > Angel Multi Modal Voice Presence 4206060113373 > Multimodal Action
Multimodal Action
Page # 888888
Edit Name / Prefix
Site Commands
Main
Current Folder
/images/
Upload Image .png, .jpg, & .zip files only
Browse...
/images/
Upload
Add Folder
Add
Advanced Options
Delete
Link to Page
Folder Up
<< Back
router.png
router.png
myImages
560a
560b
560c
560d
Save
Cancel
Angel
Home
Site Overview
Site Multimodal Setup
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Outbound
Tasks
ASR Settings
Diagnostics
Phone Number(s)
832-460-2024

FIG. 5L

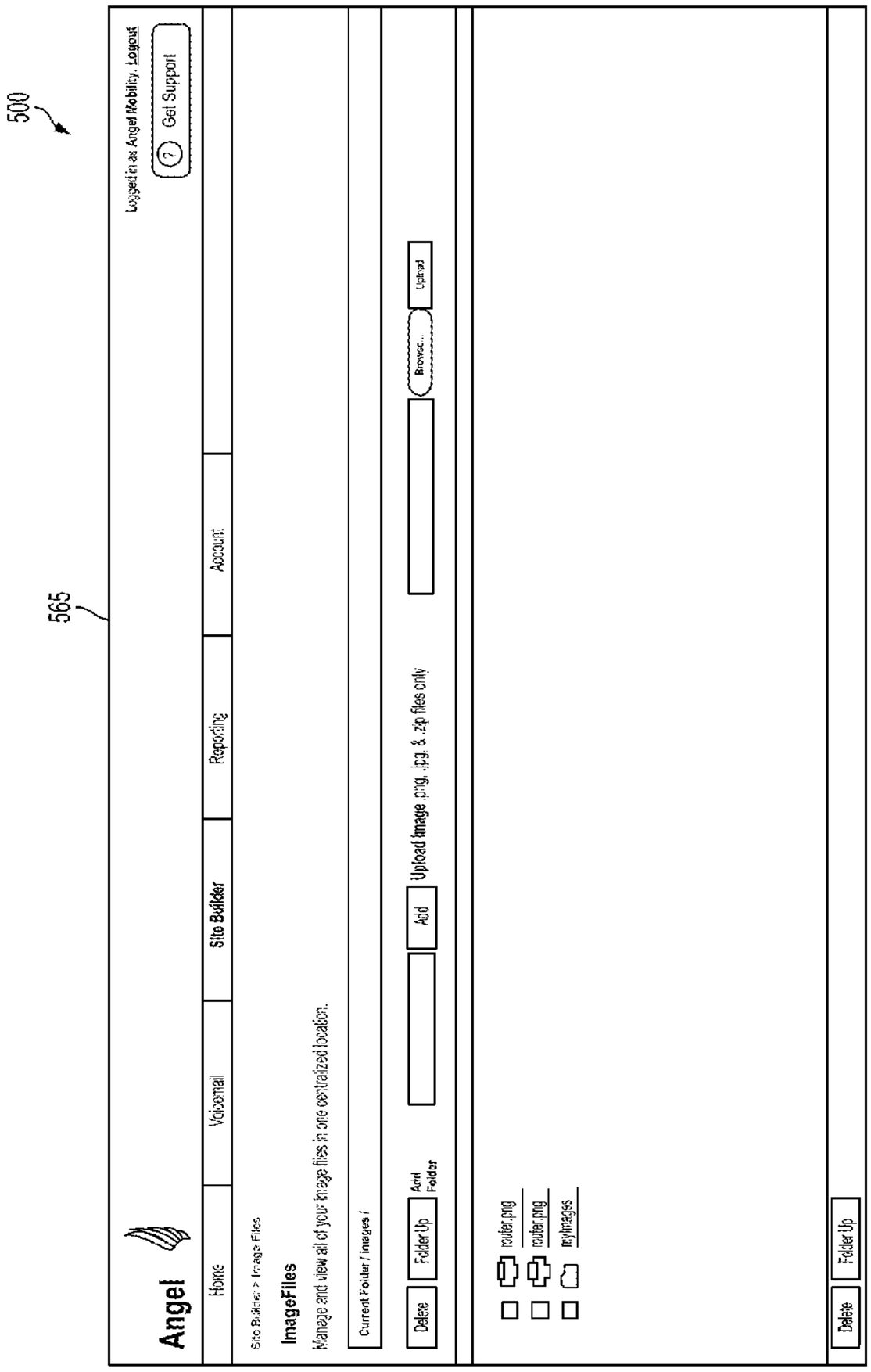

500
565
Logged in as Angel Mobility. Logout
Get Support
Angel
Voicemail
Site Builder
Reporting
Account
Site Builder > Image Files
ImageFiles
Manage and view all of your image files in one centralized location.
Current Folder: / images /
Delete
Folder Up
Add Folder
Add
Upload image .png, .jpg, & .zip files only
Browse...
Upload
router.png
router.png
myImages
Delete
Folder Up

FIG. 5M

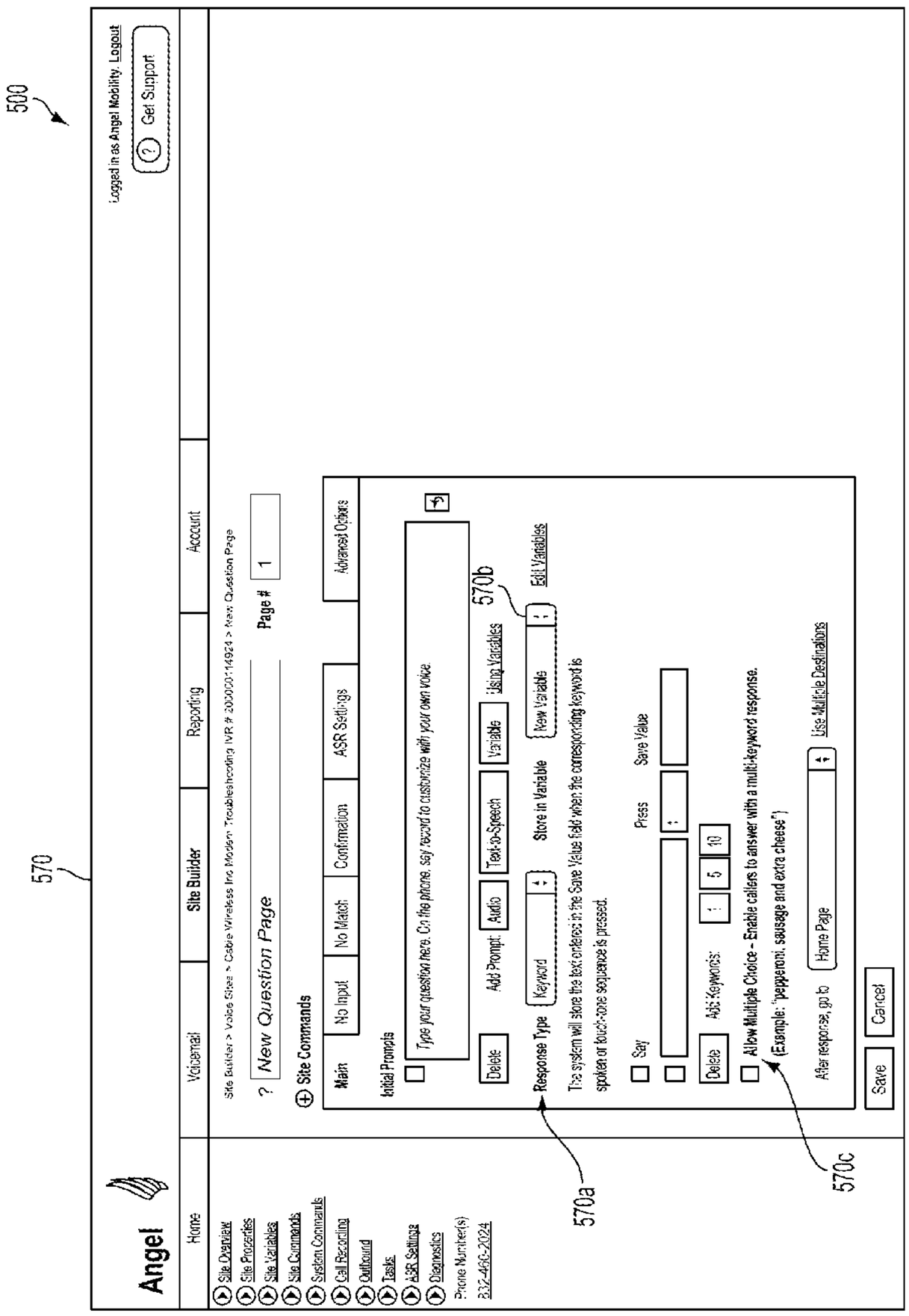

500
570
Angel
Logged in as Angel Mobility. Logout
Get Support
Voicemail
Site Builder
Reporting
Account
Home
Site Overview
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Outbound
Tasks
ASR Settings
Diagnostics
Phone Number(s)
832-466-2024
Site Builder > Voice Sites > Cable Wireless Inc Modem Troubleshooting IVR # 2000001114924 > New Question Page
New Question Page
Page # 1
Site Commands
Main
No Input
No Match
Confirmation
ASR Settings
Advanced Options
Initial Prompts
Type your question here. Or the phone, say record to customize with your own voice.
Delete
Add Prompt:
Audio
Text-to-Speech
Variable
Using Variables
570b
Edit Variables
Response Type
Keyword
Store in Variable
New Variable
The system will store the text entered in the Save Value field when the corresponding keyword is spoken or touch-tone sequence is pressed.
Say
Press
Save Value
Delete
Add Keywords:
1
5
10
Allow Multiple Choice - Enable callers to answer with a multi-keyword response.
(Example: "pepperoni, sausage and extra cheese")
After response, go to
Home Page
Use Multiple Destinations
Save
Cancel
570a
570c

FIG. 5N

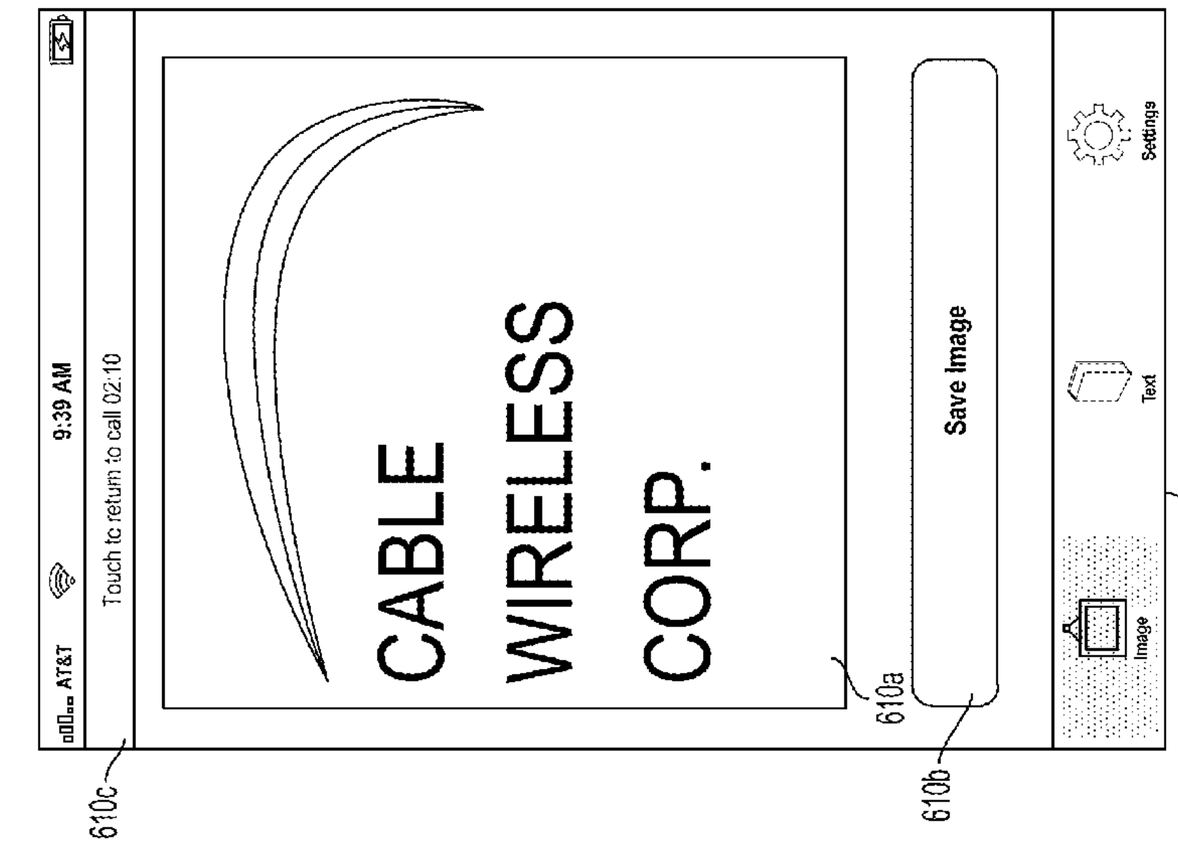

AT&T
9:39 AM
Touch to return to call 02:10
CABLE
WIRELESS
CORP.
Save Image
Settings
Text
Image
610
610a
610b
610c

FIG. 6B

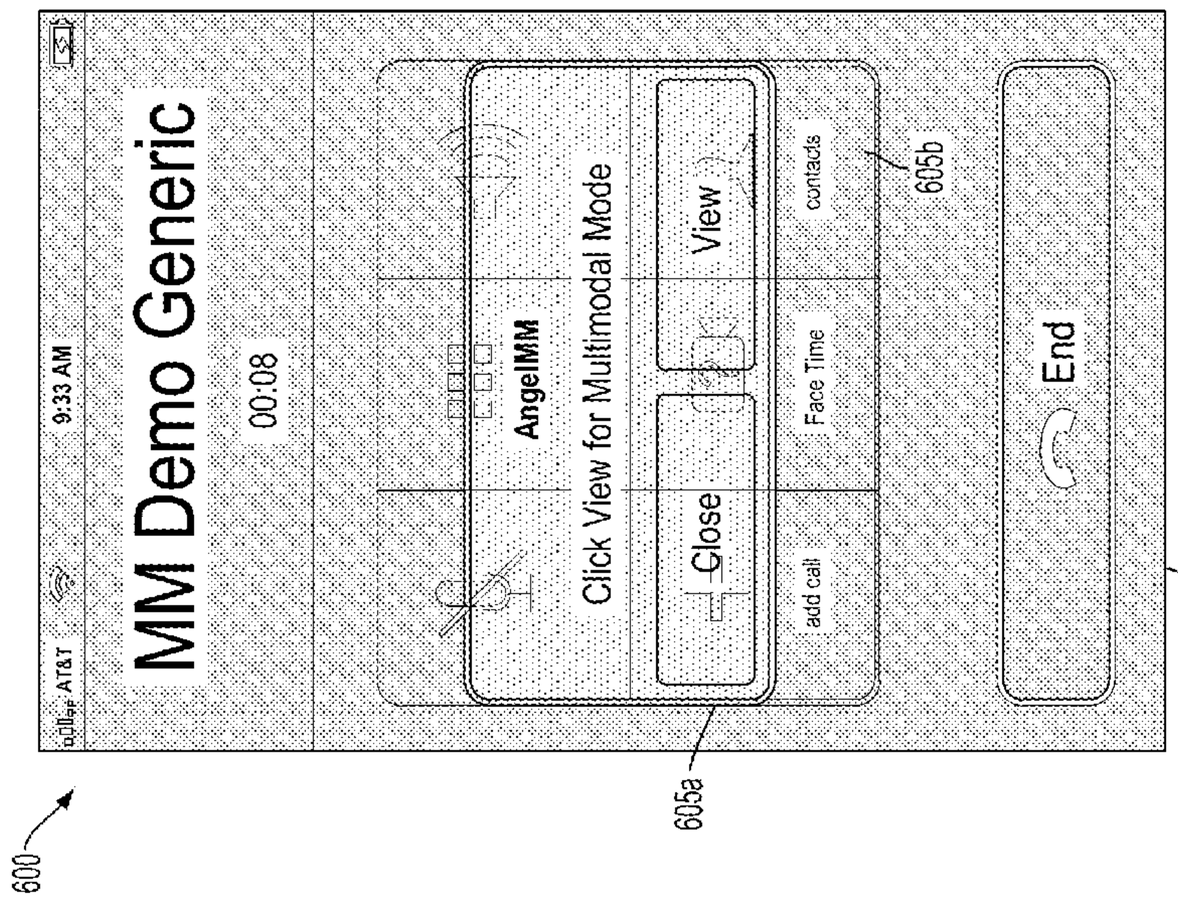

AT&T
9:33 AM
MM Demo Generic
00:08
Click View for Multimodal Mode
View
Close
Face Time
contacts
add call
End
600
605
605a
605b

FIG. 6A

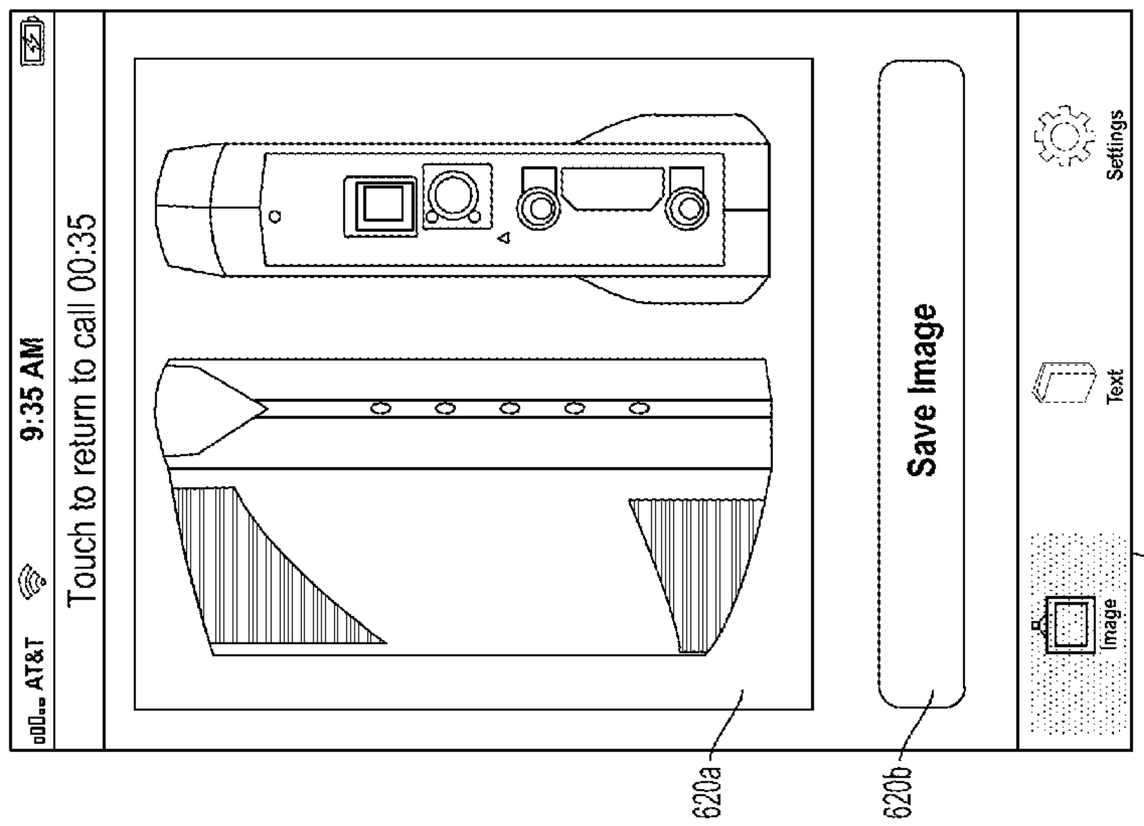

AT&T
9:35 AM
Touch to return to call 00:35
Save Image
Settings
Text
Image
620
620a
620b

FIG. 6D

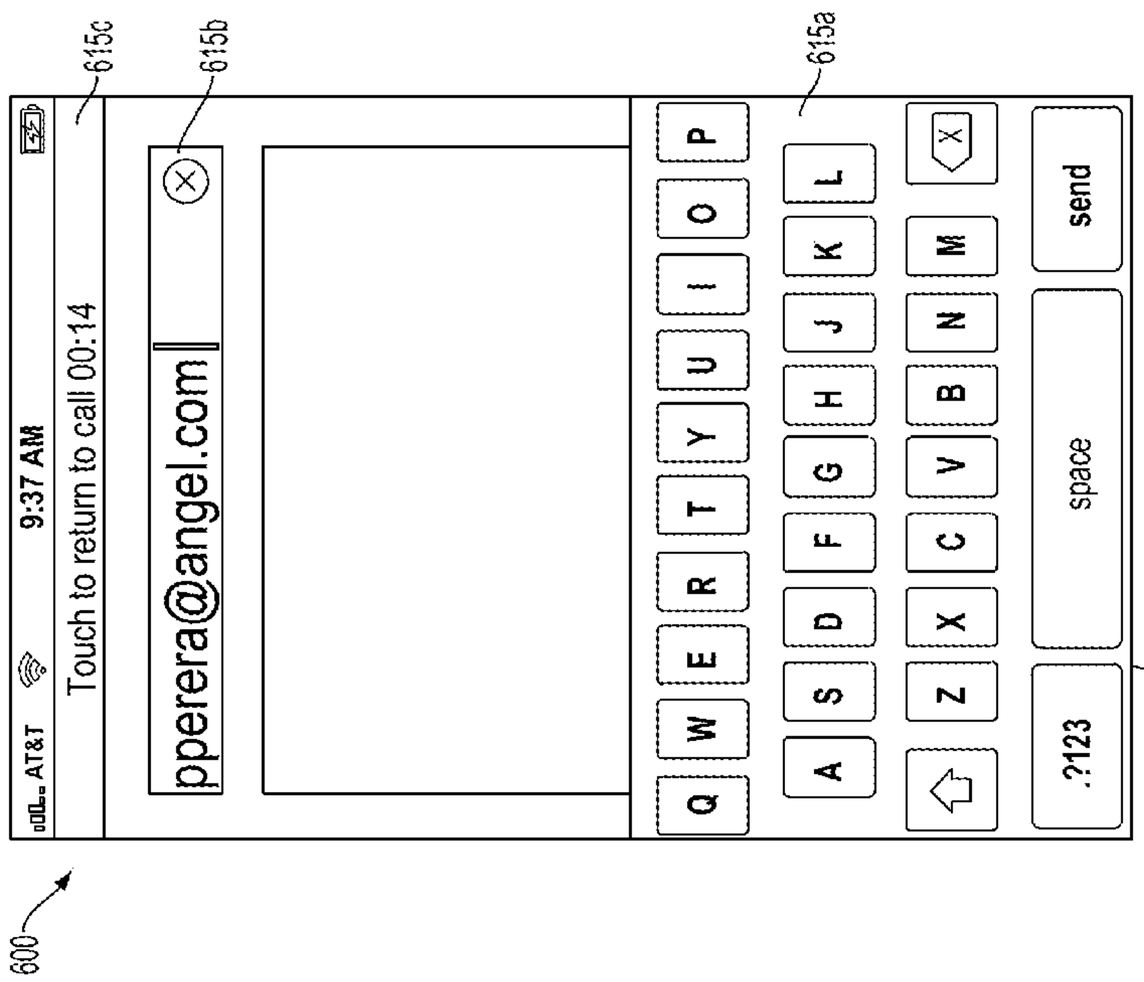

AT&T
9:37 AM
Touch to return to call 00:14
pperera@angel.com
send
space
.?123
600
615
615a
615b
615c

FIG. 6C

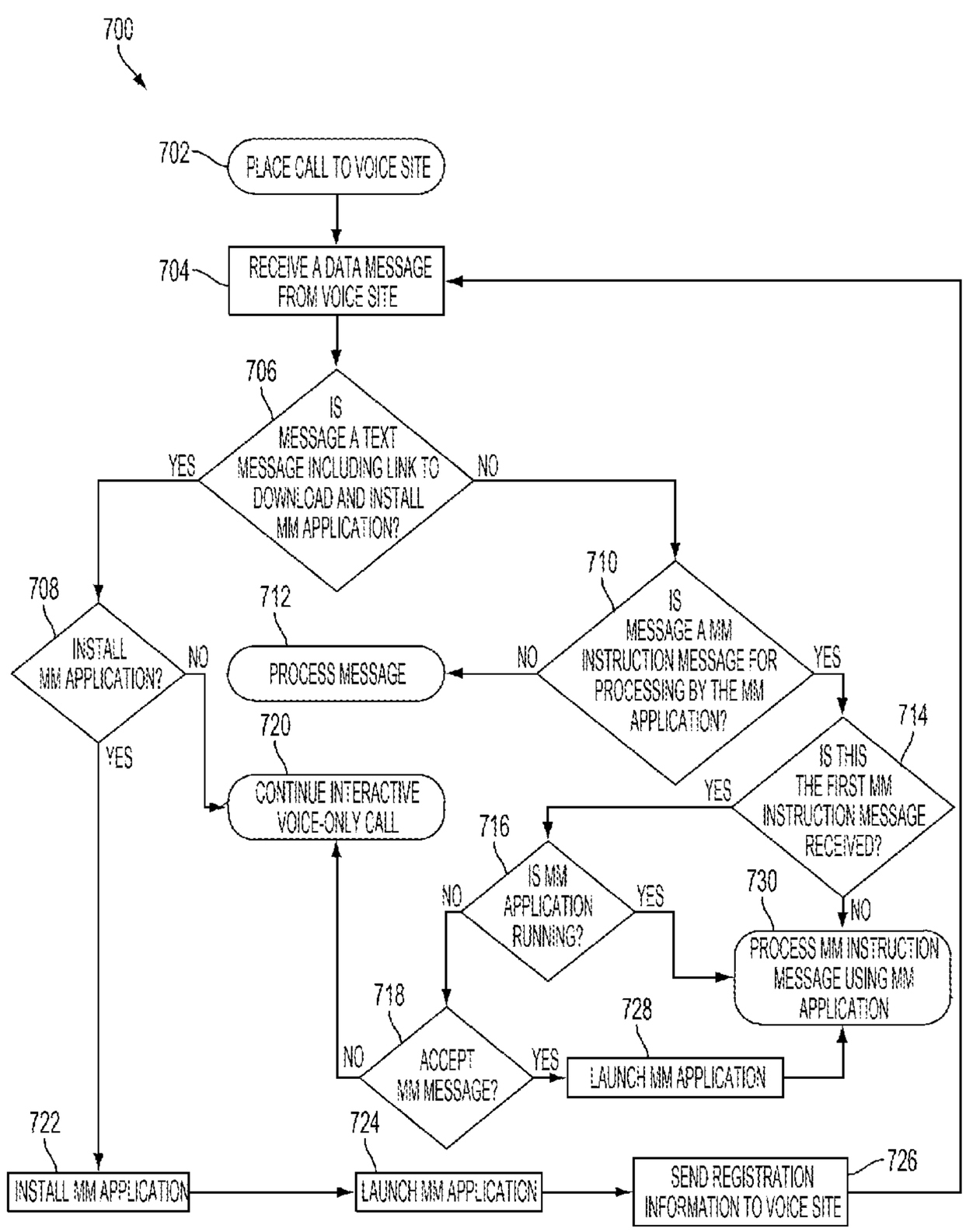

700
702
PLACE CALL TO VOICE SITE
704
RECEIVE A DATA MESSAGE FROM VOICE SITE
706
IS MESSAGE A TEXT MESSAGE INCLUDING LINK TO DOWNLOAD AND INSTALL MM APPLICATION?
YES
NO
708
INSTALL MM APPLICATION?
NO
YES
710
IS MESSAGE A MM INSTRUCTION MESSAGE FOR PROCESSING BY THE MM APPLICATION?
NO
YES
712
PROCESS MESSAGE
714
IS THIS THE FIRST MM INSTRUCTION MESSAGE RECEIVED?
YES
NO
716
IS MM APPLICATION RUNNING?
NO
YES
718
ACCEPT MM MESSAGE?
NO
YES
720
CONTINUE INTERACTIVE VOICE-ONLY CALL
722
INSTALL MM APPLICATION
724
LAUNCH MM APPLICATION
726
SEND REGISTRATION INFORMATION TO VOICE SITE
728
LAUNCH MM APPLICATION
730
PROCESS MM INSTRUCTION MESSAGE USING MM APPLICATION

FIG. 7

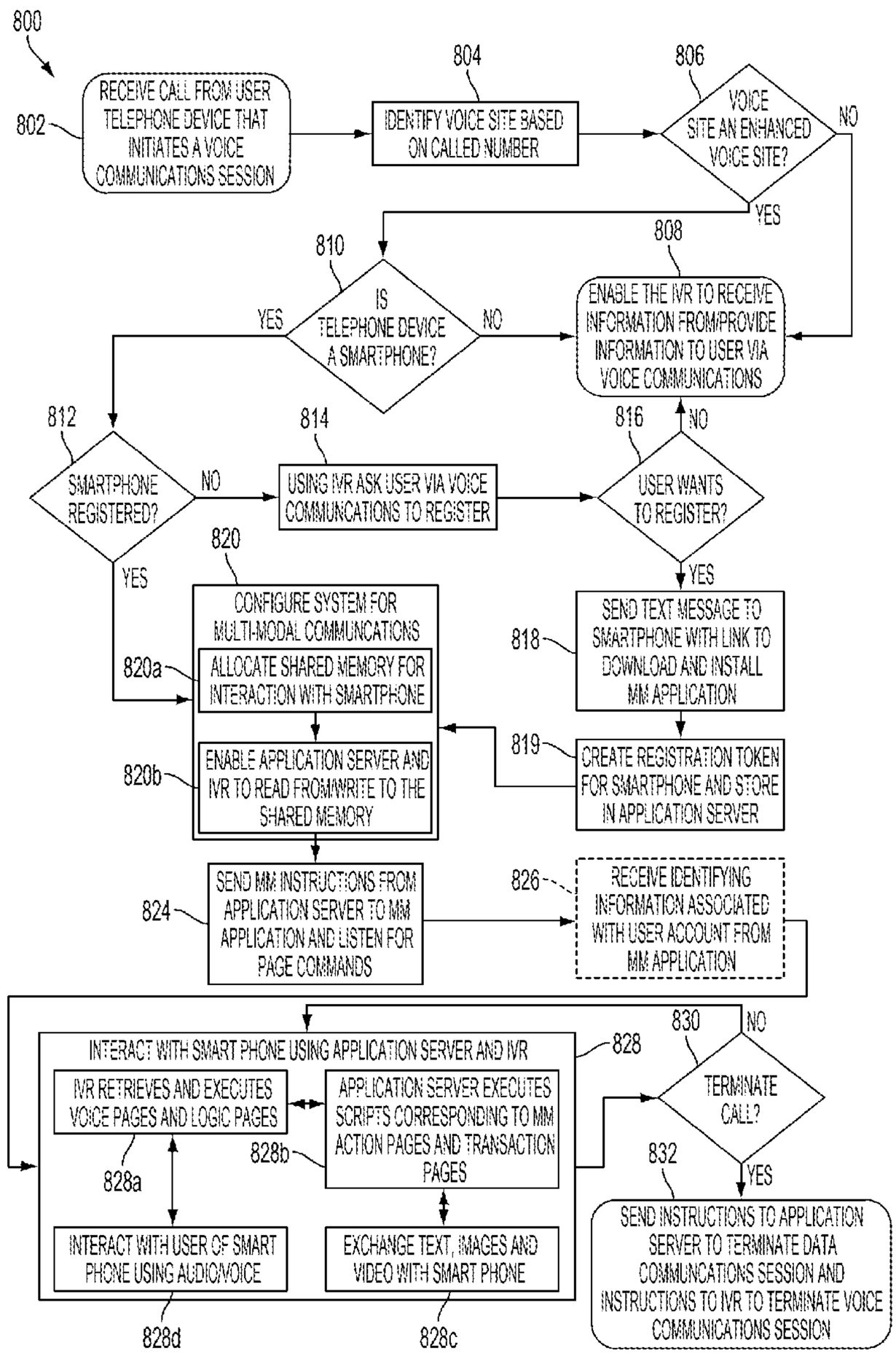

800
802
RECEIVE CALL FROM USER TELEPHONE DEVICE THAT INITIATES A VOICE COMMUNICATIONS SESSION
804
IDENTIFY VOICE SITE BASED ON CALLED NUMBER
806
VOICE SITE AN ENHANCED VOICE SITE?
NO
YES
808
ENABLE THE IVR TO RECEIVE INFORMATION FROM/PROVIDE INFORMATION TO USER VIA VOICE COMMUNICATIONS
810
IS TELEPHONE DEVICE A SMARTPHONE?
YES
NO
812
SMARTPHONE REGISTERED?
NO
814
USING IVR ASK USER VIA VOICE COMMUNICATIONS TO REGISTER
816
USER WANTS TO REGISTER?
NO
YES
818
SEND TEXT MESSAGE TO SMARTPHONE WITH LINK TO DOWNLOAD AND INSTALL MM APPLICATION
819
CREATE REGISTRATION TOKEN FOR SMARTPHONE AND STORE IN APPLICATION SERVER
820
CONFIGURE SYSTEM FOR MULTI-MODAL COMMUNICATIONS
820a
ALLOCATE SHARED MEMORY FOR INTERACTION WITH SMARTPHONE
820b
ENABLE APPLICATION SERVER AND IVR TO READ FROM/WRITE TO THE SHARED MEMORY
824
SEND MM INSTRUCTIONS FROM APPLICATION SERVER TO MM APPLICATION AND LISTEN FOR PAGE COMMANDS
826
RECEIVE IDENTIFYING INFORMATION ASSOCIATED WITH USER ACCOUNT FROM MM APPLICATION
828
INTERACT WITH SMART PHONE USING APPLICATION SERVER AND IVR
IVR RETRIEVES AND EXECUTES VOICE PAGES AND LOGIC PAGES
828a
APPLICATION SERVER EXECUTES SCRIPTS CORRESPONDING TO MM ACTION PAGES AND TRANSACTION PAGES
828b
INTERACT WITH USER OF SMART PHONE USING AUDIO/VOICE
828d
EXCHANGE TEXT, IMAGES AND VIDEO WITH SMART PHONE
828c
830
TERMINATE CALL?
NO
YES
832
SEND INSTRUCTIONS TO APPLICATION SERVER TO TERMINATE DATA COMMUNICATIONS SESSION AND INSTRUCTIONS TO IVR TO TERMINATE VOICE COMMUNICATIONS SESSION

FIG. 8

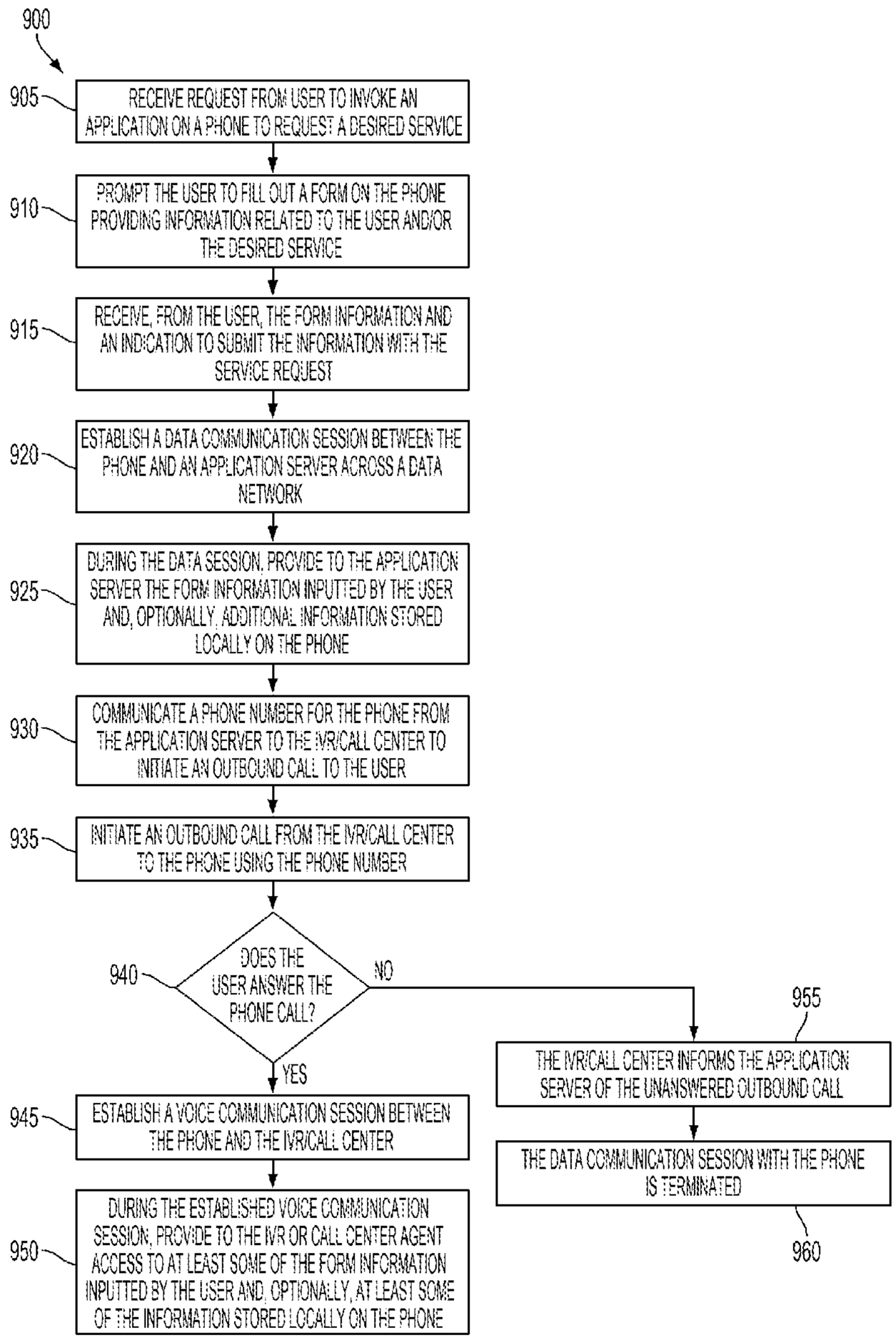

900
905
RECEIVE REQUEST FROM USER TO INVOKE AN APPLICATION ON A PHONE TO REQUEST A DESIRED SERVICE
910
PROMPT THE USER TO FILL OUT A FORM ON THE PHONE PROVIDING INFORMATION RELATED TO THE USER AND/OR THE DESIRED SERVICE
915
RECEIVE, FROM THE USER, THE FORM INFORMATION AND AN INDICATION TO SUBMIT THE INFORMATION WITH THE SERVICE REQUEST
920
ESTABLISH A DATA COMMUNICATION SESSION BETWEEN THE PHONE AND AN APPLICATION SERVER ACROSS A DATA NETWORK
925
DURING THE DATA SESSION, PROVIDE TO THE APPLICATION SERVER THE FORM INFORMATION INPUTTED BY THE USER AND, OPTIONALLY, ADDITIONAL INFORMATION STORED LOCALLY ON THE PHONE
930
COMMUNICATE A PHONE NUMBER FOR THE PHONE FROM THE APPLICATION SERVER TO THE IVR/CALL CENTER TO INITIATE AN OUTBOUND CALL TO THE USER
935
INITIATE AN OUTBOUND CALL FROM THE IVR/CALL CENTER TO THE PHONE USING THE PHONE NUMBER
940
DOES THE USER ANSWER THE PHONE CALL?
NO
YES
945
ESTABLISH A VOICE COMMUNICATION SESSION BETWEEN THE PHONE AND THE IVR/CALL CENTER
950
DURING THE ESTABLISHED VOICE COMMUNICATION SESSION, PROVIDE TO THE IVR OR CALL CENTER AGENT ACCESS TO AT LEAST SOME OF THE FORM INFORMATION INPUTTED BY THE USER AND, OPTIONALLY, AT LEAST SOME OF THE INFORMATION STORED LOCALLY ON THE PHONE
955
THE IVR/CALL CENTER INFORMS THE APPLICATION SERVER OF THE UNANSWERED OUTBOUND CALL
960
THE DATA COMMUNICATION SESSION WITH THE PHONE IS TERMINATED

FIG. 9

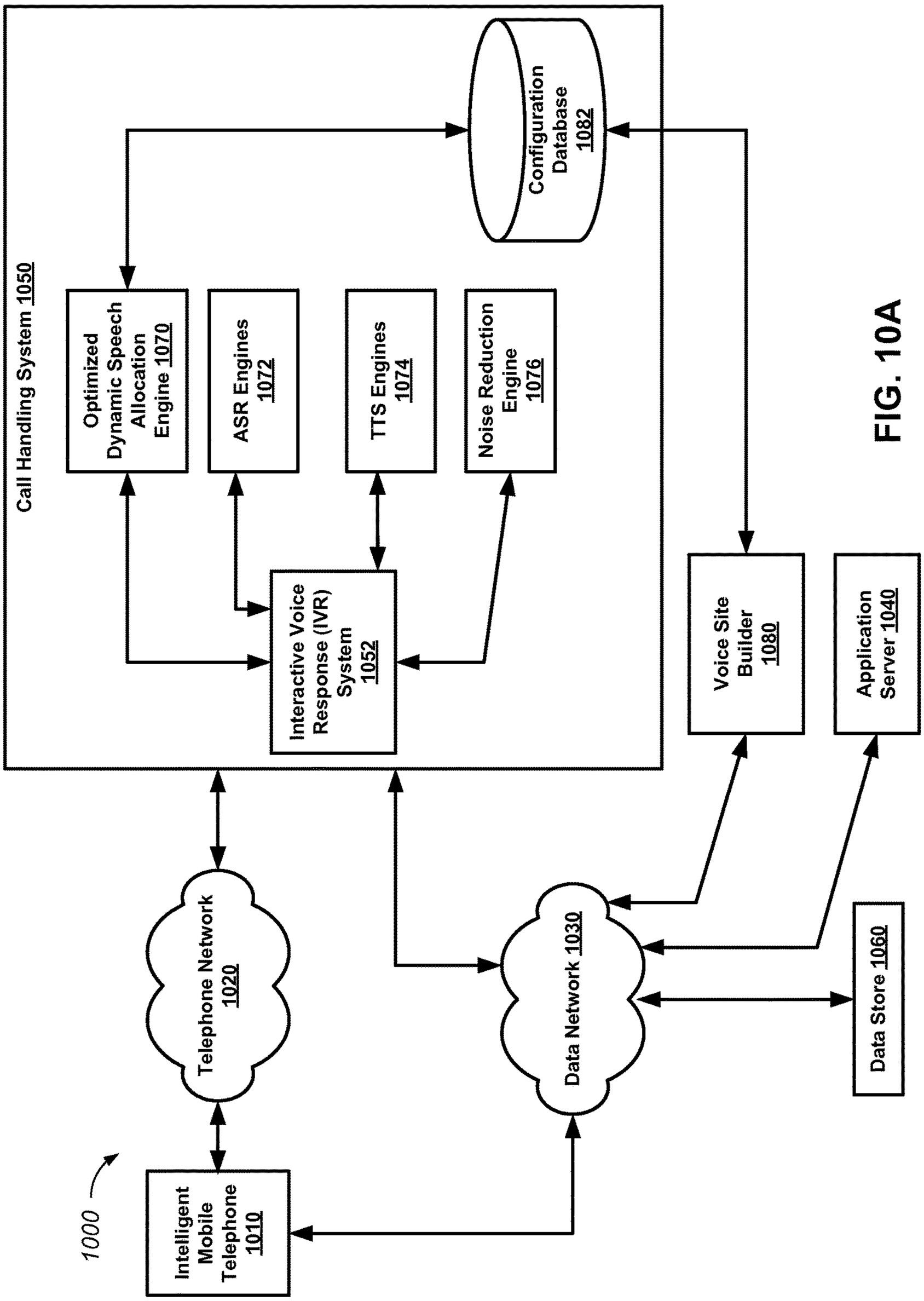

Intelligent Mobile Telephone 1010
1000
Telephone Network 1020
Data Network 1030
Data Store 1060
Application Server 1040
Voice Site Builder 1080
Call Handling System 1050
Interactive Voice Response (IVR) System 1052
Optimized Dynamic Speech Allocation Engine 1070
ASR Engines 1072
TTS Engines 1074
Noise Reduction Engine 1076
Configuration Database 1082

FIG. 10A

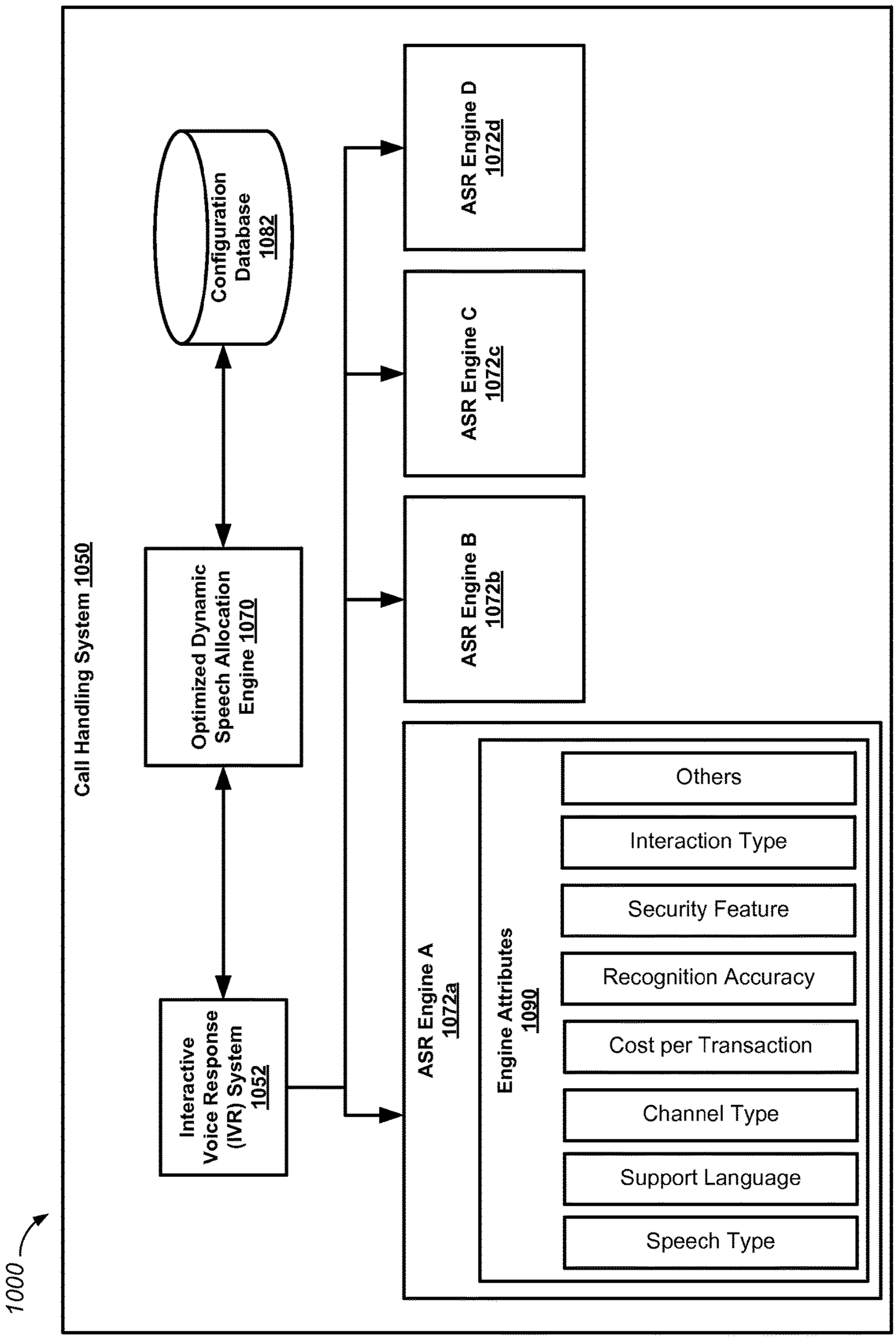

1000
Call Handling System 1050
Configuration Database 1082
Optimized Dynamic Speech Allocation Engine 1070
Interactive Voice Response (IVR) System 1052
ASR Engine D 1072d
ASR Engine C 1072c
ASR Engine B 1072b
ASR Engine A 1072a
Engine Attributes 1090
Others
Interaction Type
Security Feature
Recognition Accuracy
Cost per Transaction
Channel Type
Support Language
Speech Type

FIG. 10B

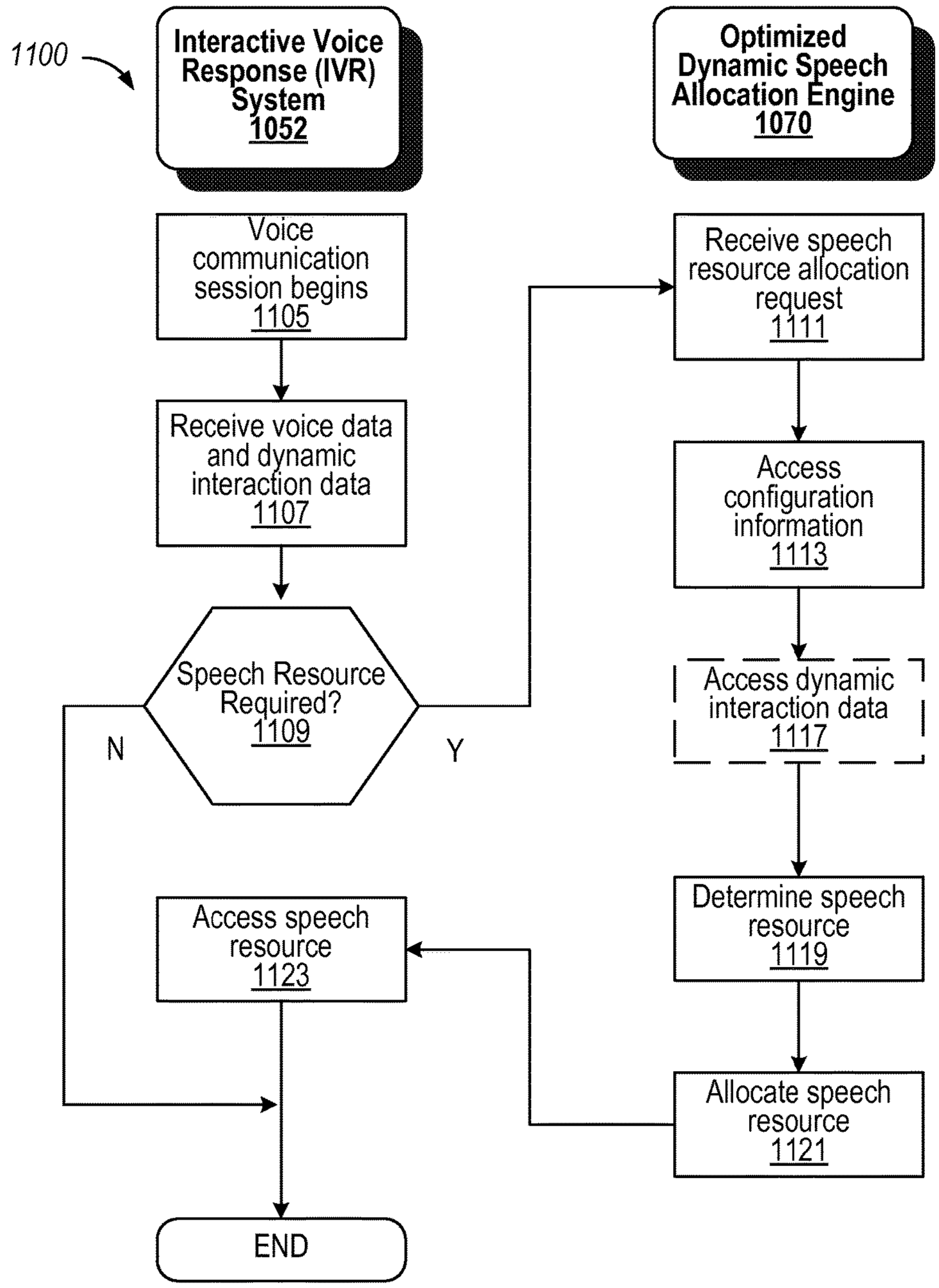

1100
Interactive Voice Response (IVR) System 1052
Optimized Dynamic Speech Allocation Engine 1070
Voice communication session begins 1105
Receive voice data and dynamic interaction data 1107
Speech Resource Required? 1109
N
Y
Access speech resource 1123
END
Receive speech resource allocation request 1111
Access configuration information 1113
Access dynamic interaction data 1117
Determine speech resource 1119
Allocate speech resource 1121

FIG. 11A

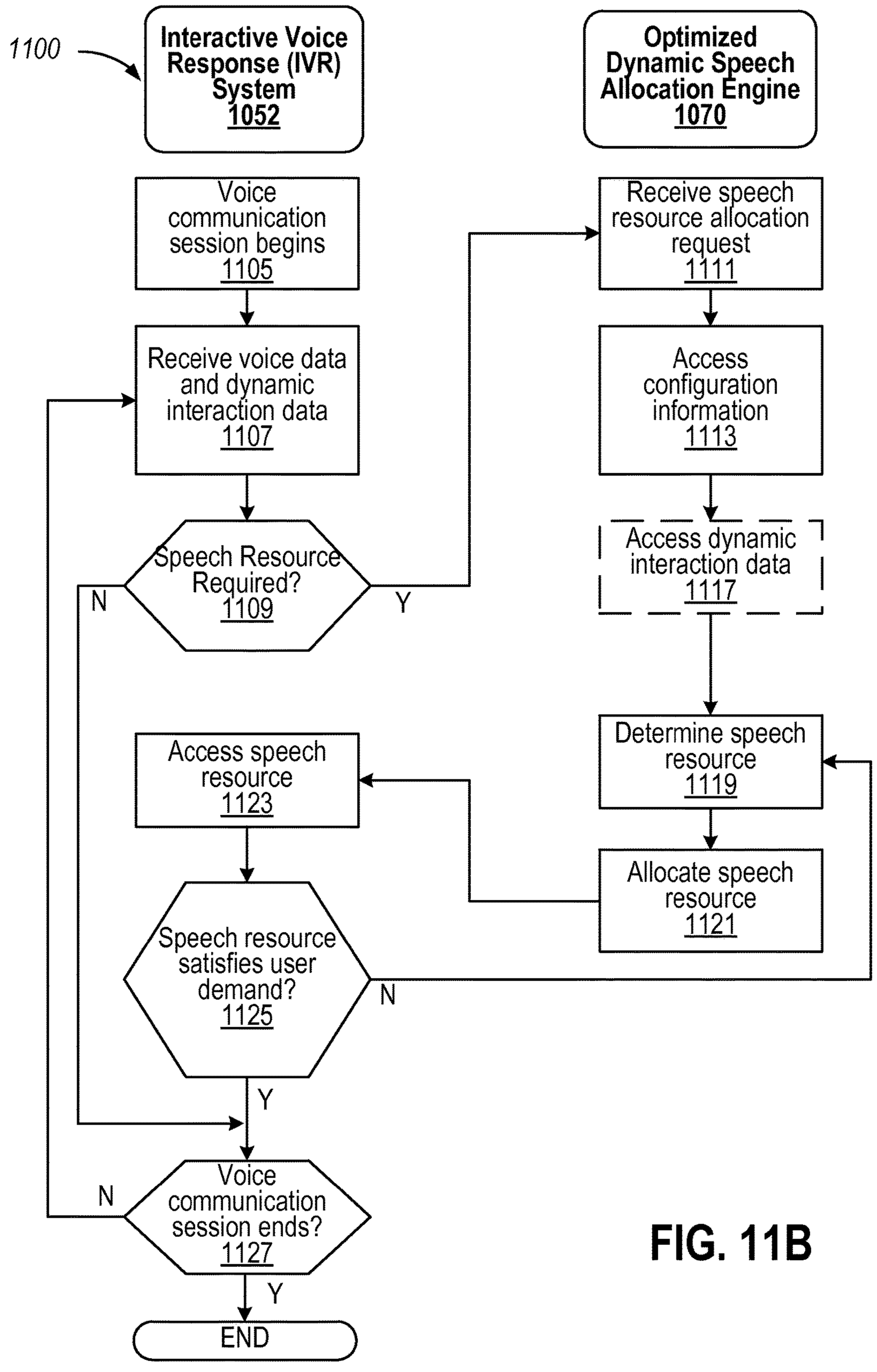

1100
Interactive Voice Response (IVR) System 1052
Optimized Dynamic Speech Allocation Engine 1070
Voice communication session begins 1105
Receive voice data and dynamic interaction data 1107
Speech Resource Required? 1109
N
Y
Receive speech resource allocation request 1111
Access configuration information 1113
Access dynamic interaction data 1117
Determine speech resource 1119
Allocate speech resource 1121
Access speech resource 1123
Speech resource satisfies user demand? 1125
N
Y
Voice communication session ends? 1127
N
Y
END

FIG. 11B

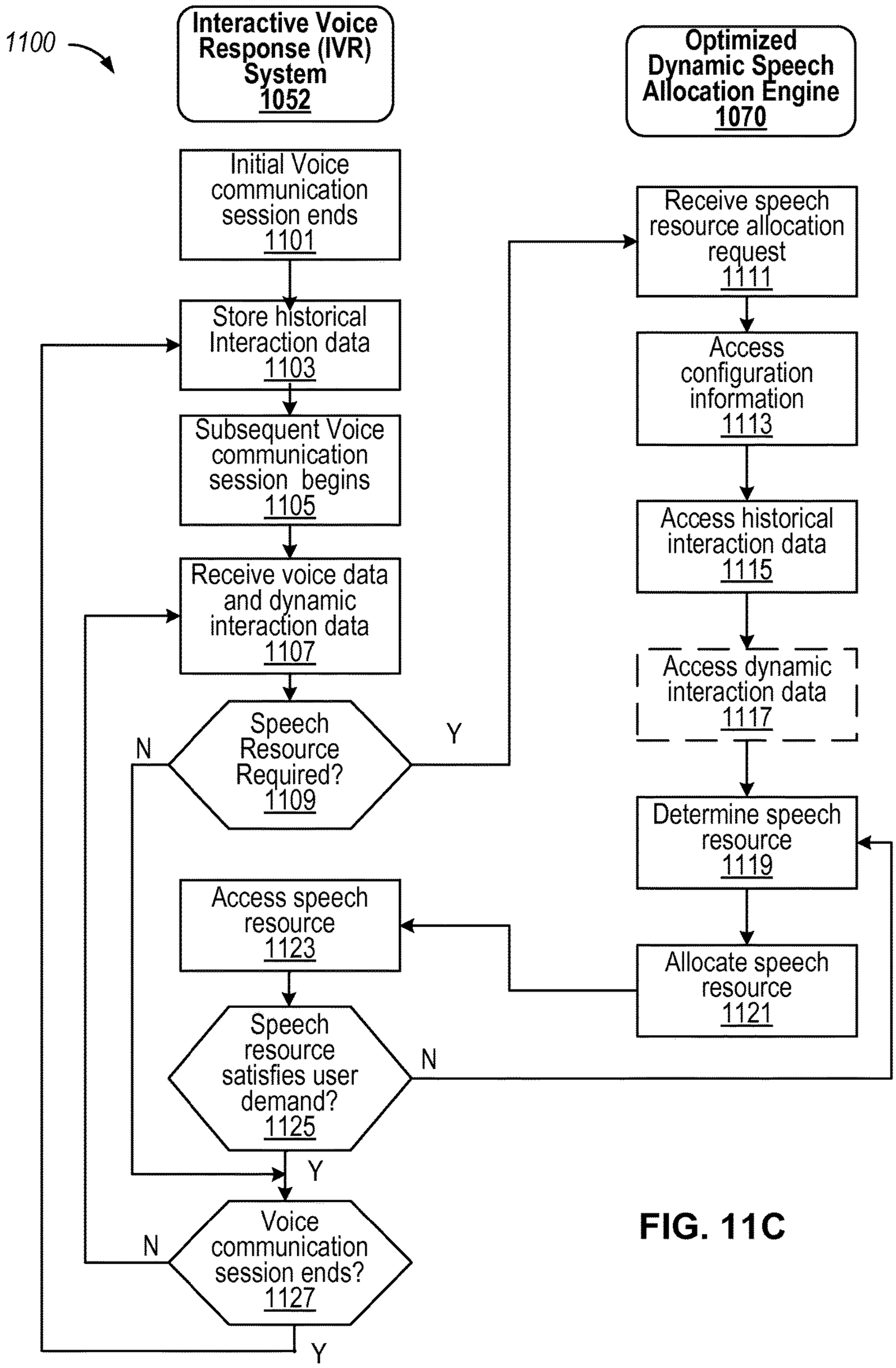

1100
Interactive Voice Response (IVR) System 1052
Initial Voice communication session ends 1101
Store historical Interaction data 1103
Subsequent Voice communication session begins 1105
Receive voice data and dynamic interaction data 1107
Speech Resource Required? 1109
N
Y
Access speech resource 1123
Speech resource satisfies user demand? 1125
N
Y
Voice communication session ends? 1127
N
Y
Optimized Dynamic Speech Allocation Engine 1070
Receive speech resource allocation request 1111
Access configuration information 1113
Access historical interaction data 1115
Access dynamic interaction data 1117
Determine speech resource 1119
Allocate speech resource 1121

FIG. 11C

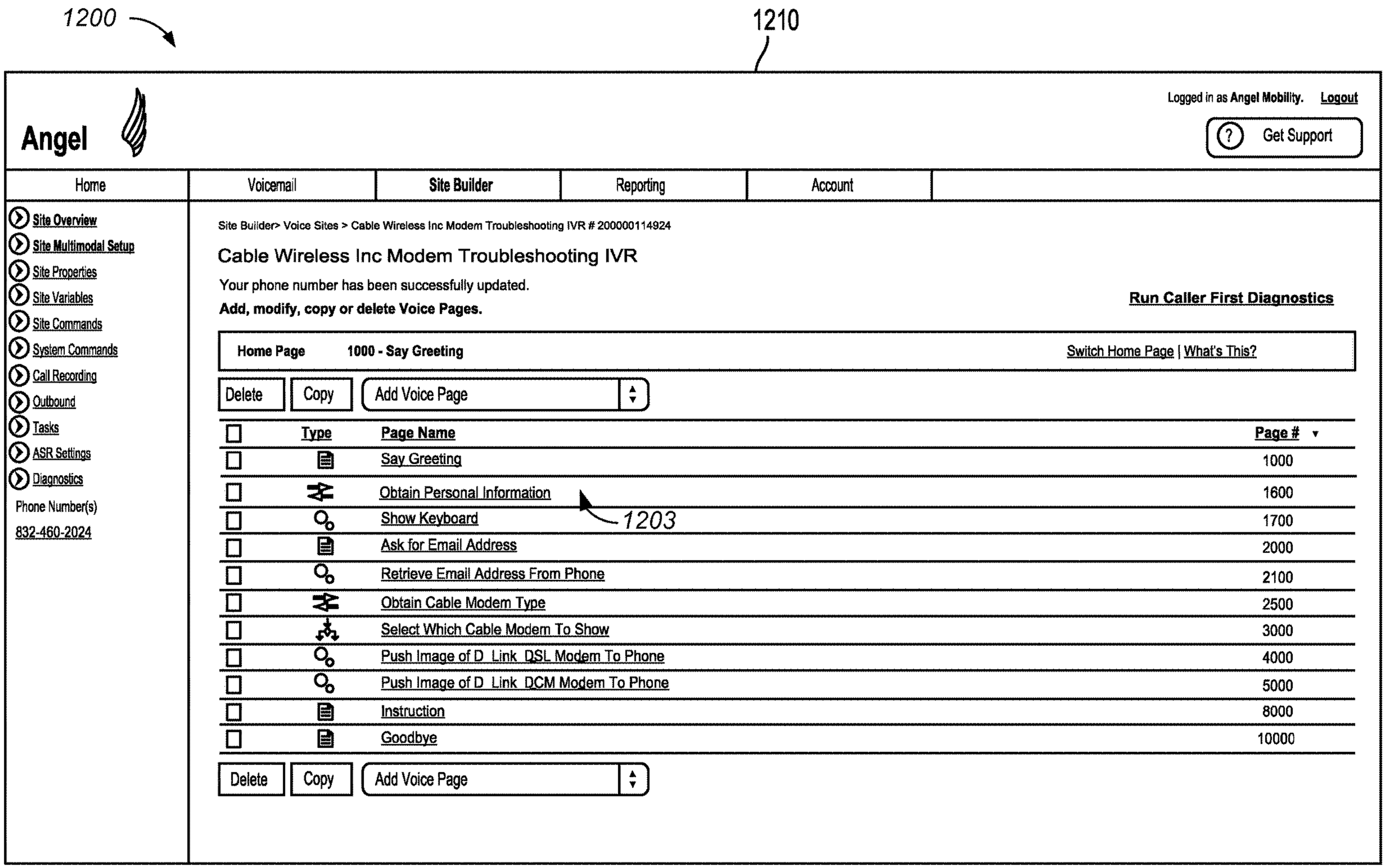

1200
1210
Angel
Logged in as Angel Mobility. Logout
Get Support
Home
Voicemail
Site Builder
Reporting
Account
Site Overview
Site Multimodal Setup
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Outbound
Tasks
ASR Settings
Diagnostics
Phone Number(s)
832-460-2024
Site Builder> Voice Sites > Cable Wireless Inc Modem Troubleshooting IVR # 200000114924
Cable Wireless Inc Modem Troubleshooting IVR
Your phone number has been successfully updated.
Add, modify, copy or delete Voice Pages.
Run Caller First Diagnostics
Home Page 1000 - Say Greeting
Switch Home Page | What's This?
Delete
Copy
Add Voice Page
Type
Page Name
Page #
Say Greeting 1000
Obtain Personal Information 1600
Show Keyboard 1700
1203
Ask for Email Address 2000
Retrieve Email Address From Phone 2100
Obtain Cable Modem Type 2500
Select Which Cable Modem To Show 3000
Push Image of D_Link_DSL Modem To Phone 4000
Push Image of D_Link_DCM Modem To Phone 5000
Instruction 8000
Goodbye 10000
Delete
Copy
Add Voice Page

FIG. 12A

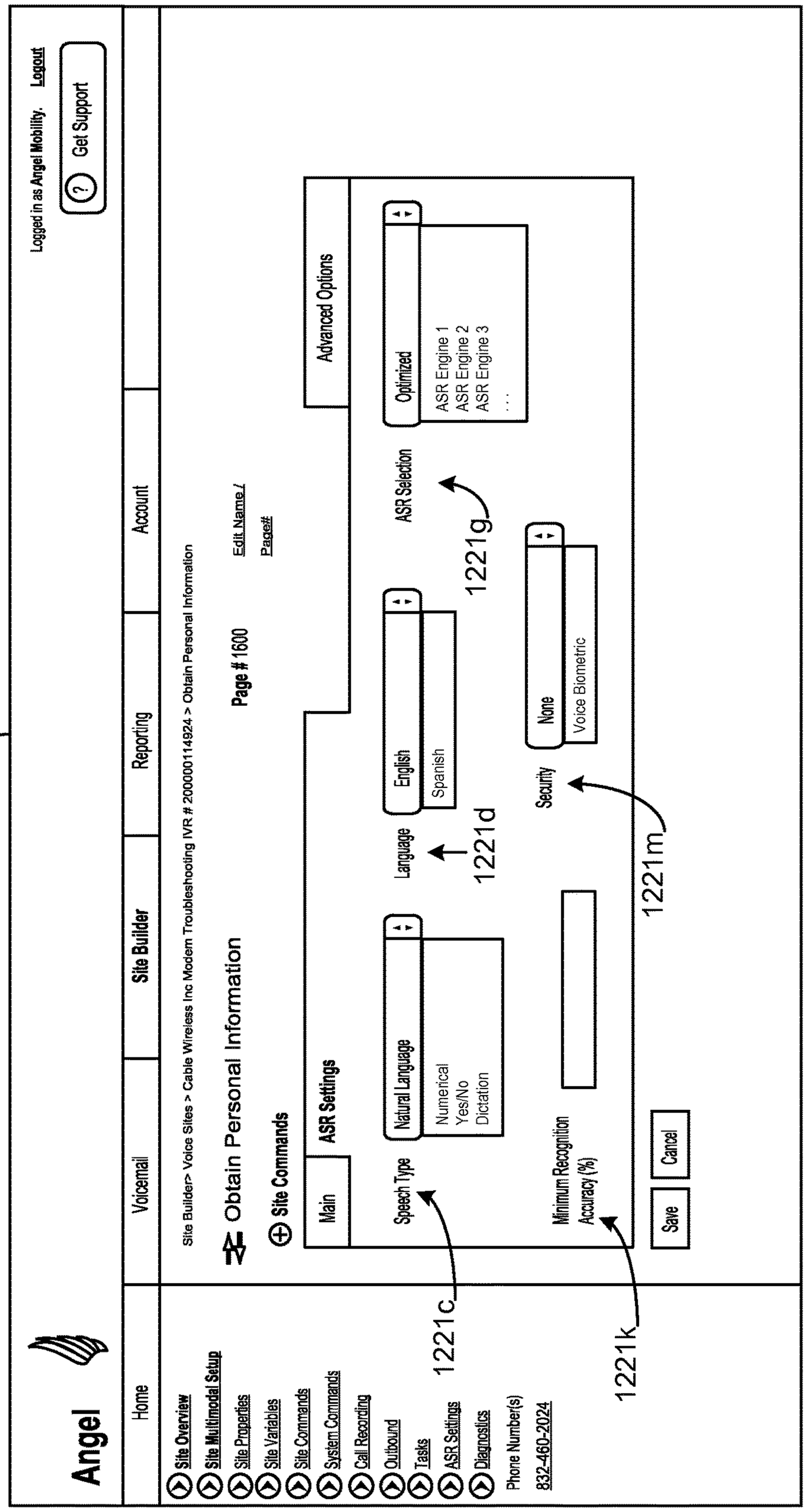

1200
1203
Angel
Logged in as Angel Mobility. Logout
Get Support
Home
Voicemail
Site Builder
Reporting
Account
Site Builder> Voice Sites > Cable Wireless Inc Modem Troubleshooting IVR # 200000114924 > Obtain Personal Information
Site Overview
Site Multimodal Setup
Site Properties
Site Variables
Site Commands
System Commands
Call Recording
Outbound
Tasks
ASR Settings
Diagnostics
Phone Number(s)
832-460-2024
Obtain Personal Information
Page # 1600
Edit Name /
Page#
Site Commands
Main
ASR Settings
Speech Type
Natural Language
Numerical
Yes/No
Dictation
Minimum Recognition
Accuracy (%)
Save
Cancel
1221c
1221k
Advanced Options
Optimized
ASR Engine 1
ASR Engine 2
ASR Engine 3
. . .
ASR Selection
1221g
Language
English
Spanish
1221d
Security
None
Voice Biometric
1221m

FIG. 12B

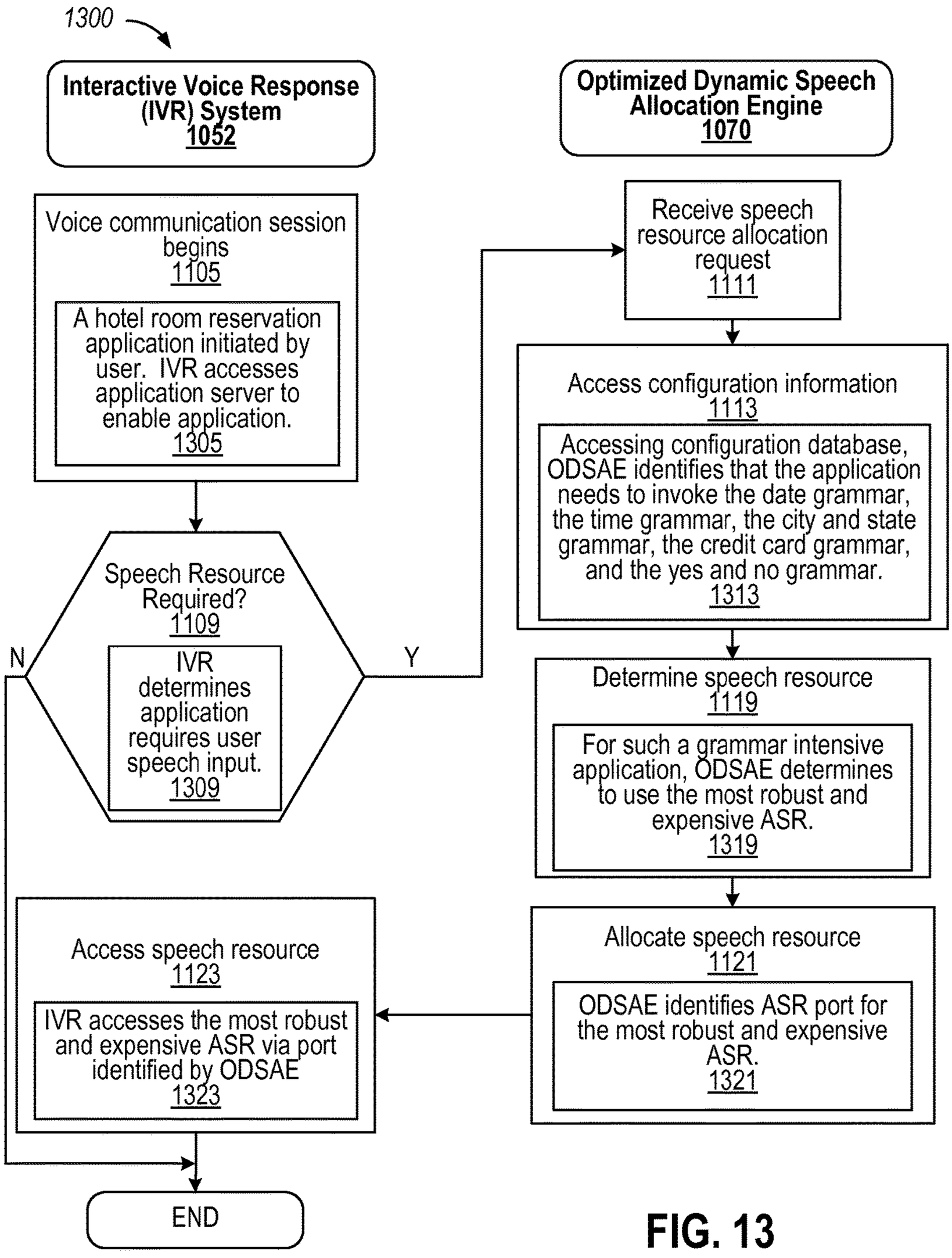

1300
Interactive Voice Response (IVR) System 1052
Optimized Dynamic Speech Allocation Engine 1070
Voice communication session begins 1105
A hotel room reservation application initiated by user. IVR accesses application server to enable application. 1305
Speech Resource Required? 1109
IVR determines application requires user speech input. 1309
N
Y
Receive speech resource allocation request 1111
Access configuration information 1113
Accessing configuration database, ODSAE identifies that the application needs to invoke the date grammar, the time grammar, the city and state grammar, the credit card grammar, and the yes and no grammar. 1313
Determine speech resource 1119
For such a grammar intensive application, ODSAE determines to use the most robust and expensive ASR. 1319
Allocate speech resource 1121
ODSAE identifies ASR port for the most robust and expensive ASR. 1321
Access speech resource 1123
IVR accesses the most robust and expensive ASR via port identified by ODSAE 1323
END

FIG. 13

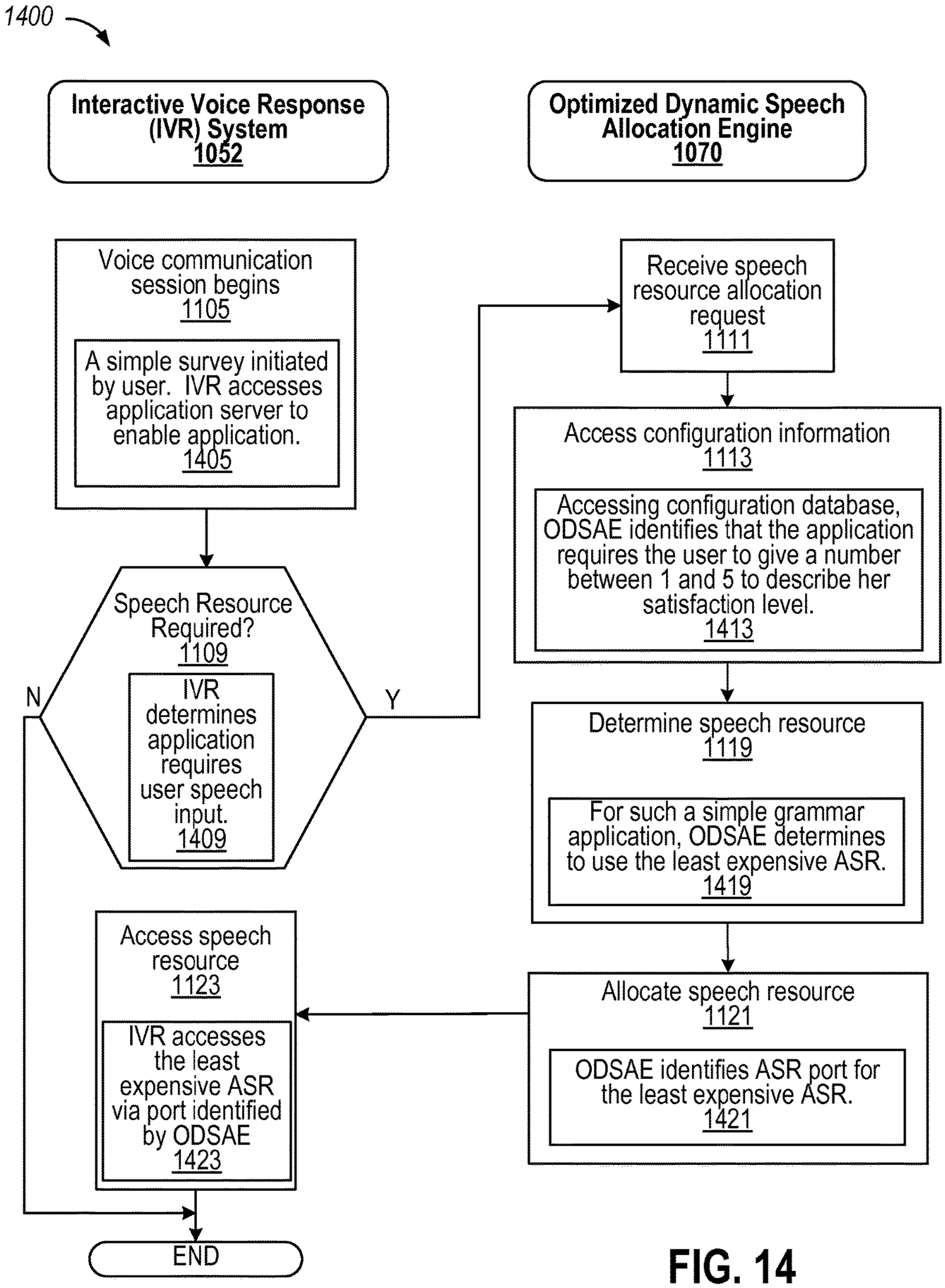

1400
Interactive Voice Response (IVR) System 1052
Optimized Dynamic Speech Allocation Engine 1070
Voice communication session begins 1105
A simple survey initiated by user. IVR accesses application server to enable application. 1405
Speech Resource Required? 1109
IVR determines application requires user speech input. 1409
N
Y
Receive speech resource allocation request 1111
Access configuration information 1113
Accessing configuration database, ODSAE identifies that the application requires the user to give a number between 1 and 5 to describe her satisfaction level. 1413
Determine speech resource 1119
For such a simple grammar application, ODSAE determines to use the least expensive ASR. 1419
Allocate speech resource 1121
ODSAE identifies ASR port for the least expensive ASR. 1421
Access speech resource 1123
IVR accesses the least expensive ASR via port identified by ODSAE 1423
END

FIG. 14

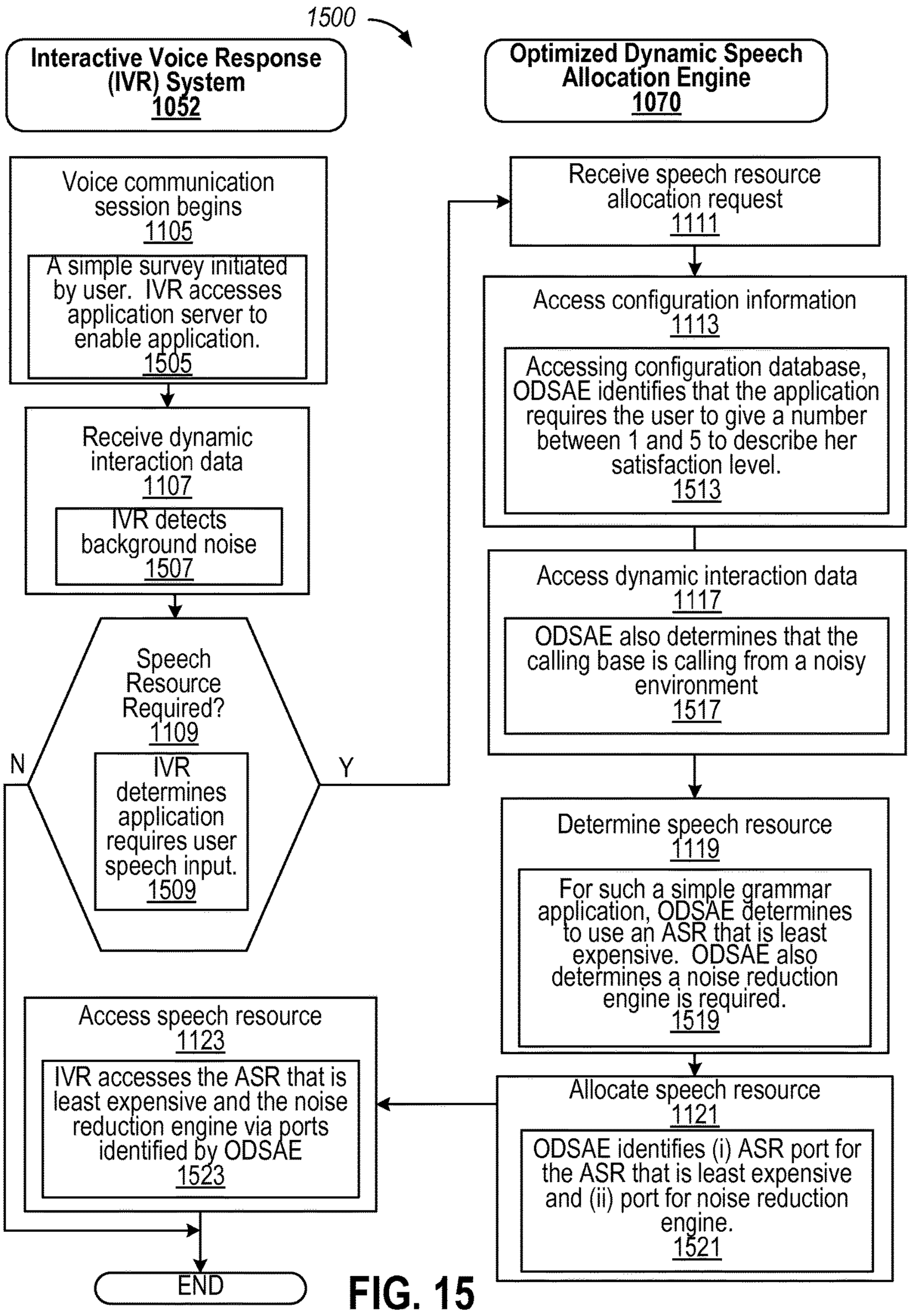

1500
Interactive Voice Response (IVR) System 1052
Optimized Dynamic Speech Allocation Engine 1070
Voice communication session begins 1105
A simple survey initiated by user. IVR accesses application server to enable application. 1505
Receive dynamic interaction data 1107
IVR detects background noise 1507
Speech Resource Required? 1109
IVR determines application requires user speech input. 1509
N
Y
Receive speech resource allocation request 1111
Access configuration information 1113
Accessing configuration database, ODSAE identifies that the application requires the user to give a number between 1 and 5 to describe her satisfaction level. 1513
Access dynamic interaction data 1117
ODSAE also determines that the calling base is calling from a noisy environment 1517
Determine speech resource 1119
For such a simple grammar application, ODSAE determines to use an ASR that is least expensive. ODSAE also determines a noise reduction engine is required. 1519
Allocate speech resource 1121
ODSAE identifies (i) ASR port for the ASR that is least expensive and (ii) port for noise reduction engine. 1521
Access speech resource 1123
IVR accesses the ASR that is least expensive and the noise reduction engine via ports identified by ODSAE 1523
END

FIG. 15

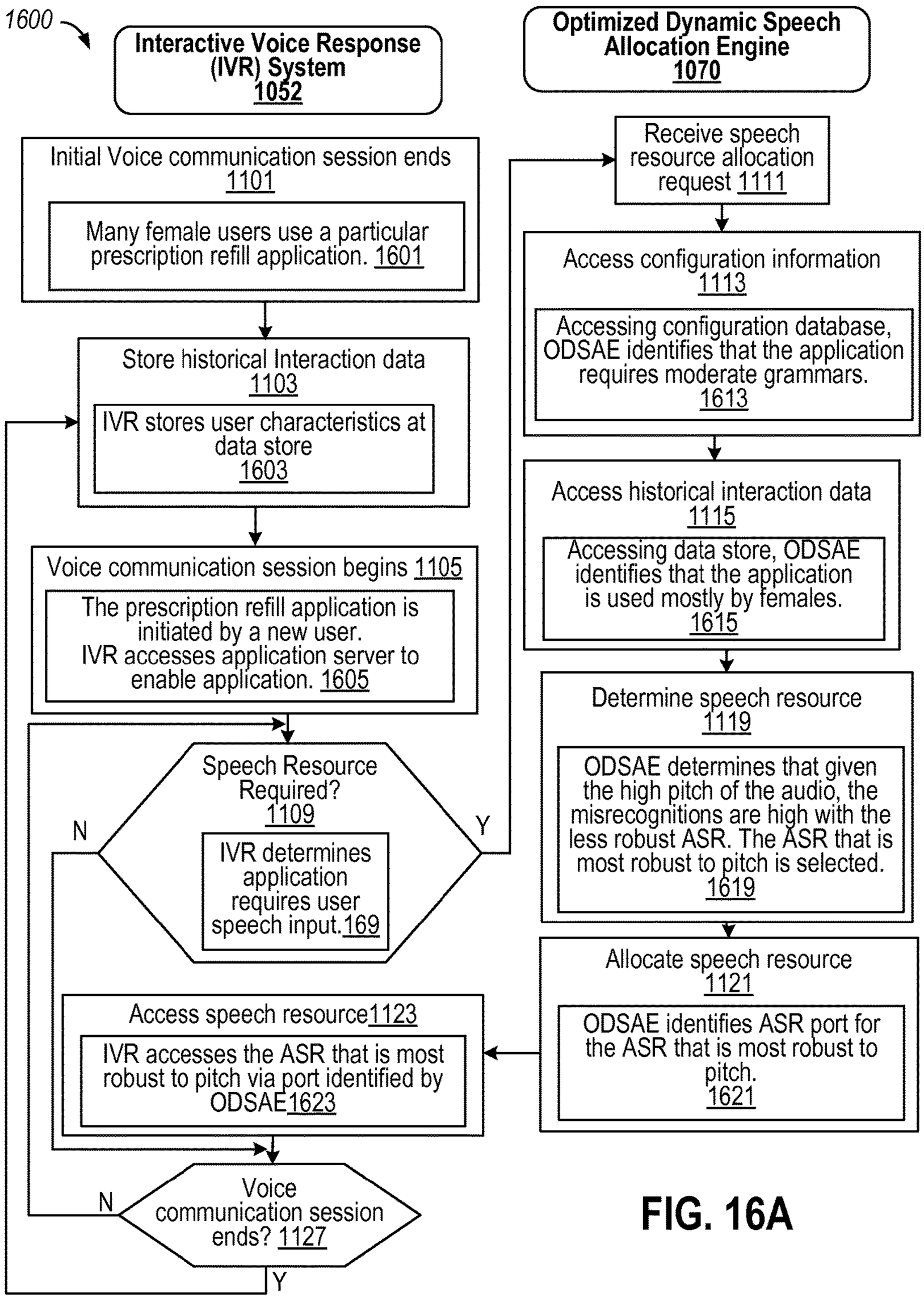

1600
Interactive Voice Response (IVR) System 1052
Optimized Dynamic Speech Allocation Engine 1070
Initial Voice communication session ends 1101
Many female users use a particular prescription refill application. 1601
Store historical Interaction data 1103
IVR stores user characteristics at data store 1603
Voice communication session begins 1105
The prescription refill application is initiated by a new user. IVR accesses application server to enable application. 1605
Speech Resource Required? 1109
IVR determines application requires user speech input. 169
N
Y
Access speech resource 1123
IVR accesses the ASR that is most robust to pitch via port identified by ODSAE 1623
Voice communication session ends? 1127
N
Y
Receive speech resource allocation request 1111
Access configuration information 1113
Accessing configuration database, ODSAE identifies that the application requires moderate grammars. 1613
Access historical interaction data 1115
Accessing data store, ODSAE identifies that the application is used mostly by females. 1615
Determine speech resource 1119
ODSAE determines that given the high pitch of the audio, the misrecognitions are high with the less robust ASR. The ASR that is most robust to pitch is selected. 1619
Allocate speech resource 1121
ODSAE identifies ASR port for the ASR that is most robust to pitch. 1621

FIG. 16A

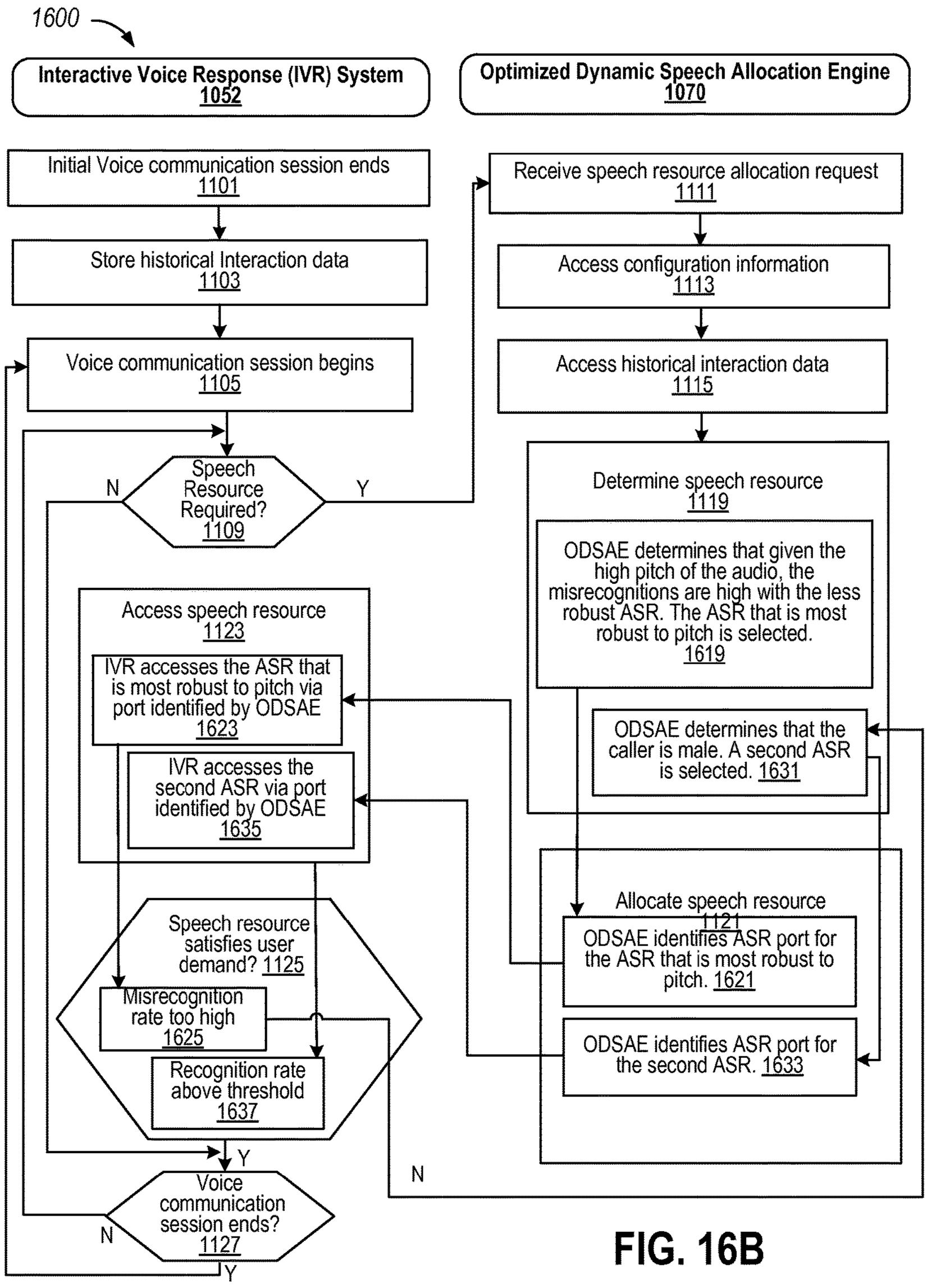

1600
Interactive Voice Response (IVR) System 1052
Optimized Dynamic Speech Allocation Engine 1070
Initial Voice communication session ends 1101
Store historical Interaction data 1103
Voice communication session begins 1105
Speech Resource Required? 1109
N
Y
Receive speech resource allocation request 1111
Access configuration information 1113
Access historical interaction data 1115
Determine speech resource 1119
ODSAE determines that given the high pitch of the audio, the misrecognitions are high with the less robust ASR. The ASR that is most robust to pitch is selected. 1619
ODSAE determines that the caller is male. A second ASR is selected. 1631
Access speech resource 1123
IVR accesses the ASR that is most robust to pitch via port identified by ODSAE 1623
IVR accesses the second ASR via port identified by ODSAE 1635
Speech resource satisfies user demand? 1125
Misrecognition rate too high 1625
Recognition rate above threshold 1637
Allocate speech resource 1121
ODSAE identifies ASR port for the ASR that is most robust to pitch. 1621
ODSAE identifies ASR port for the second ASR. 1633
Y
N
Voice communication session ends? 1127
N
Y

FIG. 16B

DYNAMIC SPEECH RESOURCE ALLOCATION

CROSS-REFERENCE TO RELATED APPLICATIONS

This application is a continuation of U.S. patent application Ser. No. 13/919,136, titled "DYNAMIC SPEECH RESOURCE ALLOCATION," and filed on Jun. 17, 2013, now U.S. Pat. No. 8,699,674, which claims the benefit of U.S. Provisional Application No. 61/778,880, titled "DYNAMIC SPEECH RESOURCE ALLOCATION" and filed on Mar. 13, 2013, and is a continuation-in-part of U.S. patent application Ser. No. 13/092,090, titled "MULTIMODAL INTERACTIVE VOICE RESPONSE SYSTEM" and filed on Apr. 21, 2011, which claims the benefit of U.S. Provisional Application No. 61/326,636, titled "MULTIMODAL APPLICATION DEVELOPMENT PLATFORM FOR VOICE SOLUTIONS" and filed on Apr. 21, 2010, and U.S. Provisional Application No. 61/326,616, titled "COMMUNICATION OF INFORMATION DURING A CALL" and filed on Apr. 21, 2010, all of which are incorporated herein by reference in their entirety.

TECHNICAL FIELD

The following disclosure relates generally to speech resource allocation in an interactive voice response system.

SUMMARY

In a general aspect, a call is received at an interactive voice response (IVR) system, the call being received from a telephonic device of a caller. A voice communications session is established between the IVR system and the telephonic device in response to the call. A request from the IVR system to allocate a speech resource for processing voice data of the voice communications session is received by a dynamic speech allocation (DSA) engine. Configuration data associated with a current state of the voice communications session is accessed by the DSA engine. One or more dynamic characteristics associated with the caller is accessed by the DSA engine. A speech resource from among multiple speech resources is selected by the DSA engine based on the current state of the voice communications session and the one or more dynamic characteristics. The selected speech resource is allocated to the voice communications session by enabling the IVR system to use the selected speech resource to process voice data received from the caller during the current state of the voice communications session.

The details of one or more implementations are set forth in the accompanying drawings and the description below. Other potential features and advantages will become apparent from the description, the drawings, and the claims.

BACKGROUND

A user may use a telephonic device to call a number that connects the user to an interactive voice response system. At a particular state of the voice interaction, the interactive voice response system may provide pre-recorded audio information to the user and process voice information received from the user. The complexity and cost to process the received voice information as required by the interactive voice response system may vary at different states of the voice interaction, and the calling characteristics associated with the user may dynamically change during the voice interaction. It may be useful if the interactive voice response system can determine and allocate optimized resources for processing the received voice information at a particular state of the voice interaction based on the static and dynamic characteristics of the voice interaction.

BRIEF DESCRIPTION OF THE FIGURES

FIG. **1** is a block diagram of a communications system that provides a multimodal application development platform for voice solutions.

FIG. **2** is an illustration of a process for enabling a user to interact with an application server and an IVR via overlapping communications sessions.

FIGS. **3**A-**3**F are illustrations of a smart phone graphical user interface (GUI) for a multimodal application.

FIG. **4** illustrates an example of a system that enables multimodal interaction between a smart phone user and a multimodal interactive voice response system (MM-IVR).

FIGS. **5**A-**5**N illustrate a GUI for an application development tool that is used by a content provider to create a multimodal voice site.

FIGS. **6**A-**6**D illustrate a GUI for another example of a multimodal application on a smart phone.

FIG. **7** is a flow chart illustrating an example of a process using which the user of a smart phone may engage in multimodal interaction with an enhanced voice site.

FIG. **8** is a flow chart illustrating an example of a process that is executed by a call handling system when a user calls an enhanced voice site using a smart phone.

FIG. **9** is flowchart illustrating an example of a process for enabling a user of a smart phone to communicate information to a call center or to an interactive voice response system.

FIGS. **10**A-**10**B are block diagrams of a communications system that provides optimized dynamic speech resource allocation for voice interactions.

FIGS. **11**A-**11**C are flow charts illustrating example processes that determine and allocate speech resources based on static and dynamic characteristics of voice interactions.

FIGS. **12**A-**12**B illustrate an example GUI for an application development tool that is used by a content provider to configure speech resource parameters for processing voice information from a user

FIG. **13** is a flow chart illustrating an example process that determines and allocates speech resources based on configuration parameters associated with a voice site.

FIG. **14** is a flow chart illustrating an example process that determines and allocates speech resources based on configuration parameters associated with another voice site.

FIG. **15** is a flow chart illustrating an example process that determines and allocates speech resources based on configuration parameters associated with a voice site and dynamic characteristics of the call.

FIGS. **16**A-**16**B are flow charts illustrating example processes that determine and allocate speech resources based on configuration parameters associated with a voice site, historical interaction data associated with the voice site, and dynamic characteristics of the call.

DETAILED DESCRIPTION

A user of a particular product or service may need to contact customer service for the product or service for various reasons, for example to troubleshoot a problem the user is experiencing in using the product or service. In order

to contact the customer service and obtain a solution to the problem, the user may call a known customer service number for the product or service using a telephonic device accessible to the user. By calling the customer service number, the user may get connected to a call handling system that enables the user to interact with a voice site associated with the product or service.

A voice site is a set of scripts or, more generally, programming language modules corresponding to one or more linked pages that collectively interoperate to produce an automated interactive experience with a user. A standard voice site includes scripts or programming language modules corresponding to at least one voice page and limits the interaction with the user to an audio communications mode. An enhanced voice site includes scripts or programming language modules corresponding to at least one voice page and at least one multimodal action page linked to the at least one voice page that enable interaction with the user to occur via an audio communications mode and at least one additional communications mode (e.g., a text communications mode, an image communications mode or a video communications mode). Notably, a call may be said to be directed to a voice site if it is directed to a telephone number that has been defined as corresponding to the voice site.

The voice site called by the user may be an automated interactive voice site that is configured to process, using pre-programmed scripts, information received from the user that is input through the telephonic device being used by the user, and in response provide information to the user that is conveyed to the user through the telephonic device. For standard voice sites and/or standard telephonic devices, the interaction between the user and the voice site may be done using an interactive voice response system (IVR) provided by a service provider that is hosting the voice site. A standard telephonic device in this context is understood to be a telephonic device that is not configured to handle interaction with a voice site that involves video, images or rich textual information. The IVR is configured to support voice commands and voice information using text-to-speech processing and natural language processing by using scripts that are pre-programmed for the voice site, for example, voice-extensible markup language (VoiceXML) scripts. The IVR interacts with the user, by prompting with audible commands, enabling the user to input information by speaking into the telephonic device or by pressing buttons on the telephonic device if the telephonic device supports dual-tone multi-frequency (DTMF) signaling (e.g., a touch-one phone). The information input by the user is conveyed to the IVR over a voice communications session that is established between the telephonic device and the IVR when the call is connected. Upon receiving the information, the IVR processes the information using the pre-programmed scripts. The IVR may be configured to send audible responses back to the user via the telephonic device.

In some implementations, the voice site may be an enhanced voice site that is configured to support multimedia information including audio, video, images and text. The telephonic device also may be an advanced telephonic device (e.g., a smart phone) provided with a display for conveying visual information to the user, and a processor capable of performing complex tasks such as logic processing wherein the associated instructions may be stored in memory included in the telephonic device. In such circumstances, the advanced telephonic device (hereinafter interchangeably referred to as "smart phone") and the enhanced voice site can interact using one or more of voice, video, images or text information and commands.

A multimodal IVR (MM-IVR) may be provided by the call handling service hosting the voice site to enable the smart phone and the voice site to communicate using one or more media (e.g., voice, text or images) as needed for comprehensive, easily-understood communications. In this context, "multimodal" refers to the ability to handle communications involving more than one mode, for example, audio communications and video communications. In one implementation, the MM-IVR may be configured to support calls to multiple different voice sites. In another implementation, the MM-IVR may be dedicated to one voice site and there may be a different MM-IVR for each voice site.

The smart phone may be configured to run a multimodal (MM) application that interacts with the MM-IVR that is supporting the voice site. In addition to placing a call to the voice site using a voice communications channel, the smart phone may interact with the voice site via the multimodal application using a data communications channel that runs in parallel to the voice communications channel. The audio (e.g., voice) capture and audio playing is done in the smart phone, but more complex and processing-intensive tasks such as speech or image recognition and dialog management are executed using the MM-IVR at the call handling service. For example, the MM-IVR may communicate with the user using voice over a voice communications session to get basic instructions and quick feedback; the MM-IVR also may communicate with the user using text over a parallel data communications session to get an e-mail address associated with the user and using images over the data communications session for providing a visual sense to the user of what needs to be done.

Using a multimodal application to interact with an enhanced voice site may be useful in several situations. For example, the multimodal application may be used, in conjunction with the display of the smart phone, to show pictures to the user during troubleshooting a product or service. The multimodal application also may be used in sending long terms and conditions related to the product or service being used by the user. In another usage, the multimodal application may be used to capture data that is not easy to capture via speech, e.g., the user may take a picture of the product using a camera provided with the smart phone and use the multimodal application to send the picture to the voice site. In yet another usage, the multimodal application may be used to show to the user the latest bill associated with the product or service being used by the user.

As mentioned previously, the voice site may be hosted by a third party service provider that facilitates the creation and hosting of voice sites on servers owned and operated by the service provider. The service provider provides a service/method that enables the design, development, and hosting of voice applications that run a thin client on the smart phone that interacts with a fully hosted, on-demand voice solution platform/call handling system maintained and managed by the service provider. The service/method provides a way to develop a voice site that is supported by an MM-IVR system (the server side) and push an installation of an application (the client) that would run on the smart phone, as well as a protocol for the client and the server to interact with each other. The service/method requires the installation of a thin client engine (e.g., an application) on the smart phone that mediates between the objects and devices in the smart phone and the MM-IVR system supporting the voice site hosted on the server.

In the above scenario, the role of the entity providing customer service through the voice site is that of a content provider. The customer service department of the entity/

company (hereinafter referred to interchangeably as the "content provider") configures the voice site that is to be used for the particular product or service and provides the logic for the voice site that is to be executed by the MM-IVR system, along with the voice, video, image or textual information that may be exchanged with the user calling the voice site. The content provider may do so by using a graphical user interface provided by the third party service provider for configuring the voice site. The service provider handles the interpretation and compilation of the information provided by the content provider, and the creation and hosting of the voice site based on the information.

The service/method thus enables the deployment of voice-enabled solutions on smart phones without requiring the content provider to engage in complex programming. Applications may be designed by the content provider using a web-based interface and served on demand to smart phone clients. Such clients can be add-ons that smart phone applications can plug into. In addition, the service/method enables users to interact with an application in a multimodal manner. The application is referred to as multimodal in that it enables users to interact with the voice solution platform using multiple different communications modes. For example, the user may provide information to the voice solution platform by writing or speaking and may receive information from the voice solution platform by hearing or reading. Accordingly, in this example, four different types of interaction combinations are possible between the user and the voice solution platform: (1) speak/hear, (2) speak/read, (3) write/read, and (4) write/hear. The same client/server engine/UI can run all four types of interaction combinations and the same application development tool can be used to build all four types of interaction combinations.

Depending on the voice application, each voice site (or enhanced voice site) may have different data processing requirements that require the voice site to leverage different speech resources, such as, for example, different Automatic Speech Recognition (ASR) engines, different Text-to-Speech (TTS) engines, and, in some instances, a noise reduction engine. For instance, the data processing requirements for a pizza ordering application may be more complex than the data processing requirements for a customer satisfaction survey application and, therefore, may require speech resources able to handle a more sophisticated interaction with users. In this example, the pizza ordering application may, for instance, require a more sophisticated ASR engine that is better able to process natural language inputs to properly identify a long order of different pizzas with different toppings spoken by a user. In contrast, the customer satisfaction survey application may require a much less sophisticated ASR engine because the application only asks users multiple-choice questions that the users respond to by speaking single alphanumeric character answers. Since each ASR engine has an associated cost that generally increases with the sophistication of the engine, a content provider having a voice site for a customer satisfaction survey may be ill-served by paying the greater costs associated with using a more sophisticated ASR engine when a much less sophisticated and, hence, less costly engine would have sufficed. In contrast, a content provider having a voice site for ordering pizza would not want to try to save costs by using a less sophisticated ASR engine because of its negative impact on the customer's experience when interacting with the voice site (e.g., orders would be incorrectly captured by the engine, resulting in the customers having to repeat themselves and/or incorrect orders being delivered to customers).

As such, from a content provider's perspective, the determination of a particular speech resource for a particular voice interaction is preferably based on a balance between minimizing the transaction cost to the content provider of using the speech resource and optimizing the user's experience when interacting with the voice site by ensuring that the speech resource is up to the task of supporting a smooth interaction with the user. From a service provider's perspective, the selection of particular speech resources is preferably transparent to the content provider to allow the service provider to have the flexibility of upgrading, removing, or replacing certain speech resources without affecting the design or operation of existing voice sites.

A dynamic speech resource allocation system, like that described in more detail below, may determine the data processing needs for a given voice application and may automatically select the best speech resource able to satisfy those needs (e.g., the lowest cost speech resource able to handle those data processing needs without compromising the user experience). In doing so, the system may be able to increase the quality of a user's experience with a voice site by selecting the specific speech resources that are best able to improve the user's experience in view of the context of a particular voice interaction with the user. Moreover, the system may be able to decrease the speech resource costs associated with a voice site without decreasing the quality of the user interactions with the voice sites by avoiding wasteful use of sophisticated and, hence, expensive speech resources for voice interactions that can be similarly handled by using less sophisticated and, hence, less expensive speech resources.

Referring to FIGS. **1** and **2**, a user of an intelligent mobile telephone (i.e., a smart phone) **110** is able to interact with the smart phone to invoke a multimodal application on the phone to request a service from a voice site that is provided, for example, by a customer service department (**210**). The service may be, for example, a request to purchase a particular product or service offered by or made available by the customer service department through the voice site. For example, the user may indicate a desire to request a service from the voice site by selecting a graphically displayed icon on a graphical user interface (GUI) of the intelligent mobile telephone **110** to thereby invoke a multimodal application stored in the intelligent mobile telephone **110** with which the user can interact to initiate a service request. Additionally or alternatively, the user may indicate a desire to request a service by simply inputting, via manual selection or otherwise, a telephone number associated with the customer service department into the intelligent mobile telephone **110** and initiating a call directed to the inputted telephone number. The call handling system receives the call and then interacts with the smart phone to launch the multimodal application. In some implementations, the intelligent mobile telephone **110** may include a data store that stores data indicating which inputted telephone numbers correspond to conventional phone calls (e.g., via VoIP or via TDM) and which inputted telephone numbers correspond to multimodal smart phone applications that will be launched by the smart phone upon entry of the corresponding number. In some implementations, each of the multimodal telephone numbers has its own multimodal application associated with it. In other implementations, all multimodal telephone numbers are associated with the same multimodal application such that the same multimodal application is launched upon entry of any of the multimodal telephone numbers.

The multimodal application(s) stored on the intelligent mobile telephone **110** may be a thin client capable of

interacting with a full hosted, on demand voice solution platform. The voice solution platform may include a call handling system **150**, an application server **140** and a data store **160** communicatively coupled to each other, as shown in FIG. **1**. The call handling system **150** may include an IVR system **152** configured to receive a call from the intelligent mobile telephone **110** when the intelligent mobile telephone **110** is operating under the control of the thin client. In some implementations, the call handling system **150** may additionally include a call center **154**.

In some implementations, the thin client may be a conventional smart phone application that includes an add-on or plug-in that provides multimodal functionality to a conventional smart-phone application. The thin client and/or the add-on or plug-in may be downloaded from a host server by the intelligent mobile telephone **110**.

Upon the user invoking the multimodal application or subsequent to the user invoking the multimodal application and then requesting submission of the service request through interactions with the multimodal application, a data communications session is setup between the intelligent mobile telephone **110** and the application server **140** in response to the service request (**220**). The data communications session may be setup, for example, by the intelligent mobile telephone **110**, under the direction of the multimodal application, constructing or accessing a URL for the application server **140** and using an application programming interface (API) and the URL to communicate with the application server **140** over the data network **130**.

The intelligent mobile telephone **110** also may setup a parallel voice communications session with the IVR **152** or, more generally, with the call handling system **150** (**220**). The voice communications session may be setup, for example, by the intelligent mobile telephone **110**, under the direction of the multimodal application, accessing a telephone number corresponding to the IVR **152** and placing a call (via, for example, TDM or VoIP) over the telephone network **120** using the accessed telephone number. The accessed telephone number may be a number inputted by the user when invoking the application, or alternatively, may be a telephone number previously stored in connection with the multimodal application (e.g., a pre-stored 1-800 number associated with the particular service requested by the user). The voice communications session also may be setup with the IVR **152** by the intelligent mobile telephone **110** simply calling the IVR **152** using the native telephony service of the intelligent mobile telephone **110** and then the multimodal application being launched through subsequent interactions with the IVR **152**. The data communications session and the voice communications session overlap in time, such that the smart phone is able to communicate with the IVR **152** and the application server **140** in parallel.

The application server **140** may allocate a shared memory space in a data store **160** to store state data reflecting the interaction with the user during the two parallel communications sessions (**230**). In some implementations, the IVR **152**, rather than the application server **140** allocates the shared memory space in the data store **160**. The application server **140** and the IVR **152** are able to read data from and/or write data to the shared memory space (**240**). For example, the application server **140** may inform the IVR **152** of the location of the shared memory space and may setup access rights with the data store **160** to ensure that the application server **140** and the IVR **152** are each able to read data from and/or write data to the shared memory space in real-time during the communications sessions.

The user is able to interact with the voice solution platform by exchanging voice communications with the IVR **152** and exchanging data communications with the application server **140** in real-time during the overlapping communications sessions (**250**). In particular, the user is able to receive information from the IVR **152** by hearing information spoken by the IVR **152** to the user and is able to provide information to the IVR **152** by speaking information into the phone (**251**).

The traditional processing functions of the IVR **152** may be distributed between the IVR **152** and the multimodal application to decrease the complexity of the multimodal aspect of the application. Specifically, the audio capture and audio playing may be performed by the multimodal application on the intelligent mobile telephone **110**. However, expensive and complex tasks, such as, for example, speech recognition and dialog management, may be performed by the IVR **152**. This separation of functions allows the multimodal aspect of the application to be relatively thin (i.e., require minimal processing and/or memory resources when stored and executed) and not involve complex programming by the developer of the application. Instead, the complex IVR-related programming tasks are pushed to the IVR **152**. In some implementations, a content provider/application developer can design a multimodal add-on for an existing conventional (i.e., non-multimodal) smart phone application and the voice application programming for the IVR **152** using a single web-based voice solution application development interface. The add-on can then be downloaded by the intelligent mobile telephone **110** from a data store across the data network **130** and plugged into the conventional smart phone application to convert the conventional smart phone application into a multimodal application.

The user is also able to provide data (e.g., text data, video data, and/or audio data) to the application server **140** and receive data (e.g., text data, video data, and/or audio data) from the application server **140** over the data network **130** during the data communications session by interacting with the intelligent mobile telephone **110** (**252**). While the IVR **152** and the application server **140** interact with the user, the IVR **152** and the application server **140** may read and write data in real-time into the allocated shared memory such that, for example, the IVR **152** and the application server **140** may be concurrently aware of the state of the interaction with the user of the intelligent mobile telephone **110** (**253**). In some implementations, the IVR **152** and/or the application server **140** may directly access the shared memory to monitor the information stored in the shared memory for the current interaction with the user such that changes in state variables and/or addition of new state variables are automatically detected by the IVR **152** or the application server **140**. In other implementations, the IVR **152** may send a signal to the application server **140** over the data network **130** informing the application server **140** when a state variable has been changed in or new data has been added to the shared memory by the IVR **152**. Similarly, the application server **140** may send a signal to the IVR **152** over the data network **130** informing the IVR **152** when a state variable has been changed in or new data has been added to the shared memory over the data network **130**.

Use of the shared memory may allow the voice solution platform to intelligently select which communications mode is preferable for receiving or providing information to a user of the intelligent mobile telephone **110** during the interaction with the user (i.e., during the overlapping communications sessions with the user via the intelligent mobile telephone **110**). For example, an IVR is effective in delivering data

serially and relatively quickly as audio. The IVR is also effective in gathering data from the user that is amenable to being structured as a multiple choice question (e.g., a yes/no question) to which the user may provide a short response by depressing buttons corresponding to the choices on the phone or by speaking short phrases that do not require too much natural language processing or interpretation. The IVR, however, may not be effective in receiving data that involves longer and/or more elaborate responses that are difficult to decipher such as, for example, full name and physical address capture, and e-mail address capture.

In contrast, the application server **140** is effective in delivering different pieces complex data to the user that require more time for the user to digest than that provided by serial audio presentation of the data or that are simply not amenable to translation into audio. Such data may be, for example, a detailed multi-field form or a page having multiple distinct textual, video, and/or image data items (e.g., a voice page or a web page). The application server **140** is effective in capturing complex data from the user such as, for example, free-form writing or writing corresponding to a full name, a physical address, and/or an e-mail address of the user.

In the context of this discussion, a "page" is a discrete programming routine configured to perform a discrete function. A page may be defined by a user through an interaction with, for example, a GUI in which the user may indicate the type of programming routine for the page and may optionally further indicate one or more other pages linked to the page. Processing may then proceed to the one or more other linked pages after completion of execution of the page or, alternatively, after initiation of execution of the page but before completion of execution of the page. A page may be compiled into one or more programming language modules or scripts after the page is defined by the user through interaction with the GUI. The one or more programming language modules or scripts may be used, for example, by an IVR and/or an application server to execute the discrete programming routine to thereby perform the discrete function of the page. A "voice page" is a particular type of page that is configured to perform the function of delivering and/or receiving audible content to a user. The user is typically a caller to an IVR and the audible content is typically speech. FIGS. **5**A-**5**N illustrate examples of one or more pages provided by a GUI of an application development tool.

Accordingly, in some implementations, the multimodal application (i.e., the client application) on the smart phone and the corresponding applications executed by the IVR **152** and the application server **140** (i.e., the server applications) may be designed to intelligently choose among different communications modes when working together to gather data from or provide data to the user of the intelligent mobile telephone **110**. For example, if the data to be gathered can be obtained through the answer of a yes/no question, then the applications may request the data from the user via prompting the user to speak a yes/no answer into the smart phone that is received and interpreted by the IVR **152**. In contrast, if the data to be gathered is more complex, such as an e-mail address of the user, the applications may request that the user input the data as, for example, text that is received and interpreted by the application server **140**. As stated previously, in some implementations, applications can be developed that communicate data between the user and the voice solution platform using any of the four different types of interaction combinations noted previously. Some or all of the data that is gathered from the user and, in some implementations, some or all of the data that is communicated to the user during the communications sessions may be stored in the shared memory in real-time such that both the application server **140** and the IVR **152** may access the data in real-time during the sessions. This data, along with other state variable data, may be used to ensure, for example, that the processing of the application server **140** and the processing of the IVR **152** are synchronized to provide a cohesive multimodal interaction with the user of the intelligent mobile telephone **110**.

In some implementations, for some or all requests for information from the user made by the voice solution platform during the communications sessions, the user may be prompted by the IVR **152** (e.g., through a voice prompt) and/or by the application server **140** (e.g., through a textual prompt displayed on a display of the intelligent mobile telephone **110**) to choose a mode for providing the requested information to the voice solution platform (**254**). For example, the user may be prompted to choose whether to provide the requested information to the voice solution platform by speaking the information into the intelligent mobile telephone **110** to be received and interpreted by the IVR **152** or, alternatively, by providing the information as data (e.g., text data) to the application server **140** via selection or input of the data through interactions with the intelligent mobile telephone **110**. Depending on the selection made by the user, the information may either be collected by the IVR **152** or by the application server **140**. Some or all of the information that is collected may be stored in the shared memory to allow both the IVR **152** and the application server **140** to access or otherwise be aware of the collected data for subsequent processing during or subsequent to the communications sessions. In one implementation example, the user may be prompted by the IVR **152** through execution of scripts corresponding to a question page to select a communication mode for providing the requested data. Depending on the user's selection, the processing may subsequently branch to scripts corresponding to one or more multimodal action pages to enable the user to provide the requested data as text data, video data or image data. Question voice pages and multimodal action pages are described later in reference to FIGS. **5**A-**5**N. A multimodal action page, as mentioned in this discussion, is a page configured to perform an action that enables multimodal communications with a user.

In some implementations, for some or all pieces of information provided to the user by the voice solution platform, the user may be prompted by the IVR **152** (e.g., through a voice prompt) and/or by the application server **140** (e.g., through a textual prompt displayed on a display of the intelligent mobile telephone **110**) to choose a mode for receiving the information from the voice solution platform (**255**). For example, the user may be prompted to choose whether to receive the information from the voice solution platform through the IVR **152** speaking the information to the user or, alternatively, through the application server **140** communicating the information as, for example, text to be displayed on a display of the intelligent mobile telephone **110** to the user. Depending on the selection made by the user, the information may either be provided by the IVR **152** or by the application server **140**. Some or all of the information that is provided may be stored in the shared memory to allow both the IVR **152** and the application server **140** to access or otherwise be aware of the collected data for subsequent processing during or subsequent to the communications sessions. In one implementation example, the user may be prompted by the IVR **152** through execution of scripts

corresponding to a question page to select a communication mode for receiving data. Depending on the user's selection, the processing may subsequently branch to scripts corresponding to one or more multimodal action pages to provide data to the user as text data, video data or image data. Question voice pages and multimodal action pages are described later in reference to FIGS. **5**A-**5**N.

Typically, the division of processing functions between the intelligent mobile telephone **110** and the voice solution platform results in the multimodal application directing the intelligent mobile telephone **110** to communicate with the application server **140** and the IVR **152** to mediate between objects and devices on or accessible to the intelligent mobile telephone **110** and the corresponding voice application executed by the IVR **152**. The objects may be internal objects stored within the intelligent mobile telephone **110** (e.g., songs, contact, and applications) or may be external objects (e.g., information about shipments, order status, etc.) accessed by the intelligent mobile telephone **110** from external sources (e.g., from the application server or elsewhere across the data network **130**). The above-described techniques may provide a way to develop applications on a server-side of the offering (i.e., on the voice solution platform side) and then push an install of a thin client to be run on the intelligent mobile telephone **110** that includes, among other things, a protocol for the intelligent mobile telephone **110** and the voice solution platform to interact with each other.

The intelligent mobile telephone **110** is configured to place and receive calls across the telephone network **115** and to establish data communications sessions with servers, such as the application server **140**, across the data network **130** for transmitting and receiving data. The intelligent mobile telephone **110** may be a cellular phone or a mobile personal digital assistant (PDA) with embedded cellular phone technology. The intelligent mobile telephone **110** may be a computer that includes one or more software or hardware applications for performing communications between the intelligent mobile telephone **110** and servers across the data network **130**. The intelligent mobile telephone **110** may have various input/output devices with which a user may interact to provide and receive audio, text, video, and other forms of data. For example, the intelligent mobile telephone **110** may include a screen on which may be displayed form data and with which the user may interact using a pointer mechanism to provide input to single-field or multi-field forms.

The telephone network **120** may include a circuit-switched voice network, a packet-switched data network, or any other network able to carry voice data. For example, circuit-switched voice networks may include a Public Switched Telephone Network (PSTN), and packet-switched data networks may include networks based on the Internet protocol (IP) or asynchronous transfer mode (ATM), and may support voice using, for example, Voice-over-IP, Voice-over-ATM, or other comparable protocols used for voice data communications.

The data network **130** is configured to enable direct or indirect communications between the intelligent mobile telephone **110**, the application server **140**, and the call handling system **150** (or the IVR **152**). Examples of the network **130** include the Internet, Wide Area Networks (WANs), Local Area Networks (LANs), analog or digital wired and wireless telephone networks (e.g., Public Switched Telephone Network (PSTN), Integrated Services Digital Network (ISDN), and Digital Subscriber Line (xDSL)), radio, television, cable, satellite, and/or any other delivery or tunneling mechanism for carrying data.

In some implementations, the data network **130** and the telephone network **120** are implemented by a single or otherwise integrated communications network configured to enable voice communications between the intelligent mobile telephone **110** and the call handling system **150** (or the IVR **152**), and to enable communications between the intelligent mobile telephone **110**, the application server **140**, and the call handling system **150**.

The application server **140** is configured to establish a data communications session with the intelligent mobile telephone **110** and to receive and send data to the intelligent mobile telephone **110** across the data network **130**. The application server **140** also is configured to communicate with the call handling system **150** to send data received from the intelligent mobile telephone **110** to the IVR **152**. The application server **140** also may send other application-related data that did not originate from the intelligent mobile telephone **110** to the IVR **152** or, more generally, to the call handling system **150**. The application server **140** also is configured to communicate with the data store **160** to read and/or write user interaction data (e.g., state variables for a data communications session) in a shared memory space as described previously. The application server **140** may be one or more computer systems that operate separately or in concert under the direction of one or more software programs to perform the above-noted functions. In some implementations, the application server **140** and the call handling system **150** are a single integrated computer system.

The IVR **152** may include a voice gateway coupled to a voice application system via a data network. Alternatively, the voice gateway may be local to the voice application system and connected directly to the voice application system. The voice gateway is a gateway that receives user calls from or places calls to voice communications devices, such as the intelligent mobile telephone **110**, and responds to the calls in accordance with a voice program. The voice program may be accessed from local memory within the voice gateway or from the application system. In some implementations, the voice gateway processes voice programs that are script-based voice applications. The voice program, therefore, may be a script written in a scripting language such as, for example, voice extensible markup language (VoiceXML) or speech application language tags (SALT). The voice application system includes a voice application server and all computer systems that interface and provide data to the voice application server. The voice application system sends voice application programs or scripts to the voice gateway for processing and receives, in return, user responses. The user responses are analyzed by the voice application system and new programs or scripts that correspond to the user responses may then be sent to the voice gateway for processing. The voice application system may determine which programs or scripts to provide to the voice gateway based on some or all of the information received from the intelligent mobile telephone **110** via the application server **140**. The IVR **152** also is configured to communicate with the data store **160** to read and/or write user interaction data (e.g., state variables for a data communications session) in a shared memory space as described previously.

The call center **154** of the call handling system may include, among other components, an inbound call queue, an outbound call request queue, a call router, an automatic call distributor ("ACD") administrator, and a plurality of call center agents. The call center **154** may receive one or more calls from one or more voice communication devices, such as the intelligent mobile telephone **110**, via the telephone

network **120** and may make one or more outbound calls to voice communication devices via the telephone network **120**. The call center **154** may determine an appropriate call center agent to route the call to or to assign an outbound call to. The determination of an appropriate agent may be based on agent performance metrics and information known about the inbound or outbound call. The determination of the appropriate agent may, for example, be based on some or all of the form information and/or other optional information received from the intelligent mobile telephone **110**.

FIGS. **3**A to **3**F are illustrations of a smart phone GUI for a multimodal application. As shown in FIG. **3**A, the smart phone display **300** may be a display that includes graphical buttons or icons that the user can select to interact with the multimodal application stored on the intelligent mobile telephone **110**. The user can select the graphical buttons or icons by, for example, depressing them with a finger or stylus (when the display is touch sensitive) or otherwise using some other pointer mechanism to select them (e.g., by using a mouse pointer that moves across the screen via a touch sensitive pad or a trackball).

FIG. **3**A shows an example of an initial display **300** presented to the user upon the user selecting to invoke a multimodal application corresponding to the Washington Gazette. The initial display **300** is a welcome page that prompts the user to enter his or her e-mail address. The user may select a speak graphical button **302** to provide the e-mail address by speaking the e-mail address into the intelligent mobile telephone **110** such that the spoken e-mail address is then provided to the voice solution platform via the IVR **152**. Alternatively, the user may select a keypad graphical button **304** to provide the e-mail address by typing the e-mail address into the intelligent mobile telephone **110** such that the typed e-mail address is then provided to the voice solution platform via the application server **140**. Selection of the buttons **302** and **304** may, for example, result in the smart phone communicating corresponding signals to the application server **140** that, in turn, communicates with the IVR **152** to cause the IVR **152** to branch to multimodal action pages or to question pages as needed to receive the e-mail address via the keyboard input or through speech, respectively. Question voice pages and multimodal action pages are described later in reference to FIGS. **5**A-**5**N.

Additionally, the user also may select to have some or all of the information outputted to the user by the voice solution platform spoken to the user, rather than displayed graphically on the interface of the intelligent mobile telephone **110**, by selecting the headphones output graphical button **306**. The user may select to mute the sound played by the intelligent mobile telephone **110** by selecting the mute graphical button **308** and may select to pause any sound or speech provided by the intelligent mobile telephone **110** by selecting the pause button **310**. Selection of the buttons **306** and **308** may, for example, result in the smart phone communicating corresponding signals to the application server **140** that, in turn, communicates with the IVR **152** to cause the IVR **152** to branch to multimodal action pages or to message pages as needed to provide information to the user via speech or via text (or image or video), respectively. Message voice pages and multimodal action pages are described later in reference to FIGS. **5**A-**5**N.

FIG. **3**B shows an example of the keypad display **320** that may be presented to the user for entry of the e-mail address upon the user selecting the keypad graphical button **302**. As shown in display **320**, the keypad graphical button **304** is highlighted, indicating that the user has selected to type in the e-mail address rather than speak the e-mail address. Since e-mail addresses are almost impossible to accurately capture using an IVR, the multimodal application, in some implementations, may disable the "speak" graphical button **302** or otherwise not allow the user to speak the e-mail address. In these implementations, the user may automatically be presented with the keypad upon selecting to enter the e-mail address or, alternatively, may only be able to respond to the request by selecting the keypad graphical button **304** and then entering the address via the keypad display **320**.

FIG. **3**C shows an example of a display **330** presented to the user on the intelligent mobile telephone **110** after the user has selected to change his or her address and is prompted to enter a four digit pin number for security purposes. As shown in the display **330**, the speak graphical button **302** has been highlighted, indicating that the user has selected to speak the 4 digit pin into the phone, rather than type the 4 digit pin into the phone using the keypad.

FIG. **3**D shows an example of a display **4640** presented to the user on the intelligent mobile telephone **110** after the user has selected to change his or her pin and is prompted to enter a four digit pin number for security purposes. As shown in the display **4640**, the speak graphical button **302** has been highlighted, indicating that the user has selected to speak the 4 digit pin into the phone, rather than type the 4 digit pin into the phone using the keypad.

FIG. **3**E shows an example of a display **350** presented to the user on the intelligent mobile telephone **110** after the user has selected to change his or her address and has successfully provided a pin through interacting with the voice solution platform. As shown in the display **350**, the speak graphical button **302** has been highlighted, indicating that the user has selected to speak his or her new address into the phone, rather than type his or her new address into the phone using the keypad.

FIG. **3**F shows an example of a display **360** presented to the user on the intelligent mobile telephone **110** that allows the user to pause or resume delivery of the Washington Gazette and select to be transferred to a billing department for the Washington Gazette. In particular, the display **360** includes a graphical button **362** selectable to pause delivery of the Washington Gazette, a graphical button **364** selectable to resume delivery of the Washington Gazette, and a graphical button **366** selectable to connect the intelligent mobile telephone **110** to the billing department of the Washington Gazette. As shown in the display **360**, the user has selected the graphical button **366**, which is shown highlighted in the display **360**, and the voice solution platform is now connecting the intelligent mobile telephone **110** to the billing department of the Washington Gazette. For example, the voice solution platform may connect the intelligent mobile telephone **110** to the billing department of the Washington Gazette by ending the voice communications session between the IVR **152** and the intelligent mobile telephone **110** and establishing a new voice communications session between the IVR **152** and a call center having one or more agents that handle billing. The call center may be part of the call handling system **150**. The new voice communications with the call center may be established in parallel with the existing data communications session with the application server **140** such that the communications sessions overlap and allow sharing information between the call center and the application server **140** via the shared memory space in a manner analogous to that described previously with respect to the IVR **152** and the application server **140**.

FIG. **4** illustrates an example of a communications system **400** that enables multimodal interaction between a smart phone user and a multimodal interactive voice response (MM-IVR) system. The communications system **400** is a particular implementation example of the communications system **100** described above with reference to FIG. **1**.

The communications system **400** includes a content provider **405** that accesses a call handling system **440** through a data network **410** to create/update a voice site belonging to the content provider **405** that is hosted by the call handling system **440**. The call handling system **440** is capable of hosting multiple voice sites that are created by multiple different content providers. In an alternative implementation, the call handling system **440** may host only a single voice site for one content provider. The data network **410** is analogous to and is a particular example of the data network **130** of communications system **100**, while the call handling system **440** is similar to and is a particular example of the call handling system **150** of communications system **100**.

The communications system **400** includes a smartphone **415** that is used by a user to interact with the voice site of the content provider **405** using an MM-IVR **470** that is included in the call handling system **440**. The call handling system **440** communicates with an application server **425** component that is used for processing graphical and textual information with the smart phone **415**. The MM-IVR **470** interacts with the applications server **425** to support multimodal interaction between a smartphone and a voice site. The MM-IVR **470** or the application server **425**, or a combination of the two, may be configured to support multimodal interactions in multiple parallel communications sessions from multiple different users who call multiple different voice sites hosted by the call handling system **440**.

The communications between the smart phone **415** and the call handling system is over the voice network **430**, while the communications between the smart phone and the application server **425** is over the data network **410**. The smart phone **415** is analogous to and is a particular example of the intelligent mobile telephone **110** of communications system **100**. The MM-IVR **470** is analogous to and is a particular example of the IVR system **152** of communications system **100**. The voice network **430** is analogous to and is a particular example of the telephone network **120** of communications system **100**. The communications system **400** also includes a push notification service **420** for interfacing between the smart phone **415** and the application server **425**.

The content provider **405** may be a company that is interested in providing a call-based customer service to users of its product or service. For example, the content provider **405** may be an Internet service provider (ISP) interested in providing technical support to its customers using a voice site. Alternatively, the content provider **405** may be a cable company or a satellite company that is interested in providing technical support for its modems to its customers using a voice site.

The content provider **405** may utilize the services of a voice site hosting service that provides the call handling system **440**, to create and configure a voice site that is hosted on servers belonging to the voice site hosting service. The voice site hosting service may provide a content provider web interface **442** as part of the call handling system **440** to enable the content provider to easily create and configure a voice site that will be accessed by customers for technical support.

The content provider web interface **442** is a web-based GUI front-end for an application development tool that can be used to build an enhanced voice site that is capable of multimodal interaction with a caller. The content provider **405** may access the content provider web interface **442** over the data network **410** e.g., using a web browser that runs on a computer with Internet connectivity used by the content provider. The data network **410** may be a publicly available network that is capable of multimedia data communications including images, text, video and voice, e.g. the Internet. In an alternative implementation, the data network **410** may be a public network different from the Internet, or a private network, or a combination of public and private networks.

By accessing the application development tool using the content provider web interface **442**, the content provider **405** may create different types of pages that will be used by the MM-IVR system **470** when processing a call to the voice site being created by the content provider **405**. The types of pages that may be created by the content provider **405** using the application development tool may include, for example: (1) a message page; (2) a question page; (3) a logic page; (4) a transaction page; and (5) a multimodal action page. In addition, the types of pages that may be created by the content provider **405** using the application development tool may include, for example: an address capture page, a call queue page, a call transfer page, a data page, a name capture page, a reverse phone lookup page, a schedule page and a voicemail page. FIGS. **5**A-**5**N illustrate an example of an application development tool having a content provider web interface **442**, and a voice site that is created using the application development tool, with the voice site including different types of pages.

The pages created by the content provider **405** using the content provider web interface **442** are interpreted and/or compiled by a content compiler **444** included in the call handling system **440** to generate scripts that are executed by the MM-IVR **470** as the MM-IVR **470** interacts with a caller calling the voice site created by the content provider **405**. For example, the content compiler **444** may generate VoiceXML scripts for message pages, question pages and logic pages that are created for the voice site by the content provider **405**. The VoiceXML scripts may be executed by the MM-IVR **470** as the MM-IVR **470** interacts over the voice network **430** with a caller to the voice site.

The VoiceXML scripts generated by the content compiler **444** are stored in a data store **446** in the call handling system **440**. The MM-IVR **470** may access the scripts from the data store **446** and process them when the MM-IVR **470** interacts using voice interactions with a caller to the voice site created by the content provider **405**.

In addition to the VoiceXML scripts, the content compiler **444** may also generate other types of scripts (e.g. Java scripts) and other types of executable code using other programming languages based on transaction pages and multimodal action pages that may be created for the voice site by the content provider **405**. The other types of scripts may be used by the application server **425** to interact over the data network **410** with the caller to the voice site. In response to or based on instructions received from the MM-IVR **470**, the application server **425** may execute the other types of scripts (e.g. Java scripts) and generate appropriate multimodal instructions that are communicated to the smart phone **415** over the data network **410** (for multimodal action pages). Additionally or alternatively, the application server **425** may execute the other types of scripts (e.g. Java scripts) and generate a transaction that processes data, which may then be stored in a variable for subsequent access by the MM-IVR **470** (for transaction pages). Execution of a part of the scripts (e.g., Java scripts) by the application server **425**

may result in information being communicated back to the MM-IVR **470** indicating that the processing corresponding to the page (i.e., the multimodal action page or the transaction page) is completed. The application server **425** also is configured to communicate with the call handling system **440** (i.e., the MM-IVR **470** and/or the call center **480**) to send form data and other data received from the smart phone **415** to the call handling system **440**.

The scripts used by the application server **425** are stored in a data store **427** that is accessible by the application server. For example, the data store **427** may be a high-capacity hard drive that is resident on the same device hosting the application server **425**, or the data store **427** may be an array of high-capacity storage drives that are closely coupled to the application server **425**. In an alternative implementation, the scripts used by the MM-IVR **470** and the scripts used by the application server **425** are stored in a single data store, e.g., the data store **446** that is located within the call handling system **440**.

The smart phone **415** may be an intelligent telephonic device including a display or screen for providing visual information to the user of the smart phone **415**, a processor with sufficient processing power to execute instructions sent by the application server **425** and sufficient memory to store data including text, images, video and audio files. For example, the smart phone **415** may be an iPhone™ or an Android™ —enabled smart phone. The display or screen of the smart phone **415** may be used to displayed text, images, video or form data and the user of the smart phone **415** may interact with the display using a pointer mechanism to provide input to single-field or multi-field forms. The smart phone **415** includes one or more software programs called applications (also referred to as clients) that are used to perform various functions. The smart phone **415** includes a native telephony application **416** that is used by the user of the smart phone **415** to place a call by dialing a number of the called party. For example, when the user of the smart phone **415** wants to call the voice site created by the content provider **405**, the user may launch the native telephony application **416** by, for example, clicking on an icon on the display of the smartphone that represents the native telephony application **416**. The native telephony application **416**, when launched, may provide the user with an alpha-numeric keypad to enable the user to dial the number corresponding to the voice site. The call placed from the native telephony application **416** to the voice site is communicated to the call handling system **440** over the voice network **430**. The voice network **430** may include a circuit-switched voice network, a packet-switched data network, or any other network able to carry voice data. For example, circuit-switched voice networks may include a Public Switched Telephone Network (PSTN), and packet-switched data networks may include networks based on the Internet protocol (IP) or asynchronous transfer mode (ATM), and may support voice using, for example, Voice-over-IP, Voice-over-ATM, or other comparable protocols used for voice data communications.

The smart phone **415** may also include a notification application or service **417** that is used for generating pop-up notifications on the smart phone display based on instructions and/or data received from servers communicating with applications on the smart phone **415**. For example, when the application server **425** communicates instructions and/or data to the smart phone **415** as part of the multimodal interaction between the user and the voice site, the instructions and/or data may trigger the notification application **417** to generate a pop-up on the smart phone display asking the user permission to launch the multimodal application **418** that is configured to handle the instructions and/or data communicated by the application server **425**. In an alternative implementation, the notification application **417** may be used to interface all instructions and data from servers communicating with applications on the smart phone **415**. All data communications to the smart phone **415** may be received by the notification application **417** and then transferred to the corresponding applications to which the data communications are directed.

The smart phone **415** also includes a multimodal application **418** that is used by the user to interact with the voice site in a multimodal manner. As described with respect to FIG. **1**, the application is referred to as multimodal in that it enables users to interact with the voice site using multiple different communications modes. For example, the user may provide information to the voice site by writing or speaking and may receive information from the voice site by hearing or reading.

The multimodal application **418** is a thin client capable of interacting with the MM-IVR **470**. In some implementations, the thin client is a conventional smart phone application that includes an add-on or plug-in that provides multimodal functionality to a conventional smart-phone application. The thin client and/or the add-on or plug-in may be generated by the call handling system **440** when the content provider **405** creates the voice site using the content provider web interface **442** and the content compiler **444**. The thin client and/or the add-on or plug-in may be downloaded by the smart phone **415** from a server hosted by the call handling system **440**.

In one implementation, each voice site may have a dedicated multimodal application that is used exclusively to allow a user to interact with the voice site. Therefore the smartphone **415** may have more than one multimodal application installed on the smart phone **415**, one for each enhanced voice site that is accessed by the user of the smart phone **415**. In another implementation, a single multimodal application may be configured to allow a user to interact with multiple voice sites. In this case, the smartphone **415** may have one multimodal application installed on the smart phone **415**, and the content that is provided to the user using the multimodal application may be different for different voice sites accessed by the user.

The user of the smart phone **415** may invoke the multimodal application **418** stored in the smart phone **415** by selecting a graphically displayed icon on the display of the smart phone **415**. When the multimodal application **418** is launched on the smart phone **415**, a data communications session is established between the multimodal application **418** and the application server **425**. The interaction between the user and the voice site occurs simultaneously using the data communications session for exchange of text, images and/or video between the multimodal application **418** and the application server **425**, and using a voice communications session that is established between the native telephony application **416** and the MM-IVR **470** for exchange of voice information. As described previously, FIGS. **3**A-**3**F illustrate an example of a GUI for a multimodal application running on a smart phone that may be used for interaction between the smart phone and an enhanced voice site. FIGS. **6**A-**6**D illustrate another example of a GUI for a multimodal application running on a smart phone that may be used for interaction between the smart phone and another enhanced voice site.

The system **400** includes a push notification service **420** that interfaces between applications running on the smart

phone **415** and application servers that interact with the applications running on the smart phone **415**. The push notification service may be provided by an entity that is independent of either the content provider **405** or the voice site hosting service that provides the call handling system **440**. The push notification service **420** may be provided by the manufacturer of the smart phone **415** e.g., the Orange push notification service where Orange is the name of the manufacturer of the smart phone **415**. All communications from the application server **425** to the multimodal application **418** is sent to the push notification service **420** over the data network **410**. The push notification service **420** then "pushes" the communications to the smart phone **415**, where the communications is received by the notification application **417** and/or the multimodal application **418**. If a communication is received by the notification application **417** and the multimodal application **418** is not running, the notification application **417** may generate a pop-up notification that is displayed to the user on the display of the smart phone **415**. The pop-up notification may ask the user for permission to launch the multimodal application **418**. If the user agrees, the user may select an affirmative button icon provided on the pop-up notification. This will send a trigger to the smart phone **415** logic to launch the multimodal application **418**, without requiring the user to select a GUI icon for the multimodal application **418** on the display of the smart phone **415**.

In an alternative implementation, the push notification service **420** may not be present and all communications from the application server **425** to the multimodal application **418** is sent directly to the smart phone **415** over the data network.

The application server **425** may be a server computer with high processing capabilities that is owned and operated by the voice site hosting service providing the call handling system **440**. Alternatively, the application server **425** may represent a host of server devices having lower processing capabilities that are placed on racks that are tightly integrated with one another with various tasks being distributed between the different servers depending on the load on the servers at the time of the task distribution. The application server **425** may be co-located with the call handling system **440** such that the MM-IVR **470** and the application server **425** are able to share the same resources, e.g., memory and/or processor capacity. Alternatively, the application server **425** may be located in a location that is different from the location of the call handling system **440**, with a dedicated high-speed and high-bandwidth network connection coupling the application server **425** to the call handling system **440**.

In an alternative implementation, the application server **425** may represent a server farm that is owned and operated by an independent provider different from the content provider **405** or the voice site hosting service providing the call handling system **440**. For example, the application server **425** may be Amazon.com's Elastic Compute Cloud (Amazon EC2™) service that provides resizable compute capacity in the "cloud" (i.e., the Internet). The voice site hosting service providing the call handling system **440** may lease computing capacity and/or storage on the application server **425** cloud for executing and storing scripts that enable the multimodal interaction between the smart phone **415** and the enhanced voice site created by the content provider **405**.

The call handling system **440** facilitates the creation and hosting of voice sites. The voice sites are both standard voice sites without multimodal features and enhanced voice sites incorporating multimodal features. The call handling system **440** utilizes various components to enable the creation and hosting of voice sites. The various components of the call handling system **440** may be co-located in a single physical location, or they may be geographically distributed, with dedicated high capacity links interconnecting the various components.

The call handling system **440** includes a registration module **448** that handles the registration of content provider **405** of different voice sites. The registration module **448** enables the content provider **405** to contact the call handling system **440** and establish an account for billing and personalization purposes. To pre-register, the content provider **405** may input name, address, contact information, payment mechanism information, preferences, demographic information, language, etc. Other types of information requested during registration may be input and stored as well. The call handling system **440** may assign the content provider **405** with a registration number that may be used to access pages for the voice site using the content provider web interface **442**. Further, the content provider **405** may personalize how services are to be billed, may input payment information for use in transaction processing, and may select personalization features for delivery of voice content, including specification of information for use by voice personalization module **462**. In one implementation, the registration module **448** may provide a web subscription interface to enable potential subscribers to connect over the World Wide Web in order to sign up for the voice site hosting services.

The call handling system **440** includes a call reception module **450** for receiving calls from users who are calling various voice sites hosted by the call handling system **440**. For example, when the user of the smart phone **415** calls the voice site created by the content provider **405**, the call is received at the call reception module **450**. The call reception module **450** also delivers voice content to the smart phone **415**. The call handling system **440** may be configured such that a call to a voice site hosted by the call handling system **440** is received at the call reception **450**, i.e., the call reception **450** may act as a proxy for the calling numbers of all the voice sites hosted by the call handling system **440**.

The call handling system **440** includes a page execution module **464** for executing the contents of pages corresponding to the voice site that is called. Execution of the content may include playing the content, scanning the page for certain tags or markers to include other page information, generate call menus and other tasks. Page execution module **464** may coordinate with a page menu module **466** that is provided within the call handling system **440**. Page menu module **466** presents, receives and interprets menu options presented in a page. Page menu module **466** may comprise a VoiceXML interpretation module that utilizes VoiceXML or other voice-based XML file formats as the pages to understand the menus that are to be presented to the user to enable the user to maneuver within the MM-IVR **470**. Page menu module **466** may also comprise a VoiceXML interpretation module, a Nuance Grammar or Speech Works specification language module or a Java Speech grammar format module. Page menu module **466** may interpret predefined menu options and determine which of the options to execute based on choices selected by the user from a choice interpretation module **458**, as described below.

The call handling system **440** also includes a multimedia generator module **460** for outputting voice signals to the smart phone **415** over the voice communications session, and for outputting text, images and video to the smart phone **415** over the data communications session using the application server **425**. The multimedia generator module **460** may play voice files, may comprise a text-to-voice conver-

sion module for "reading" text files as voice output or any other type of module for taking a data file and generating voice output to be directed by the call reception **450** to the user of the smart phone **415**.

A voice personalization module **462** may be provided optionally that enables the user of the smart phone **415** to select personalized features for the voice content of the voice site created by the content provider **405**. Personalization features may include tone, pitch, language, speed, gender, volume, accent, and other voice options that a user may desire to make the information more understandable or desirable. Voice personalization module **462** modifies how multimedia generator module **460** generates voice content to correspond to the smart phone **415** user's desired choices. The voice personalization features may be set by the user of the smart phone **415** upon subscribing and automatically applied when that user logs into the system. Personalization module **462** retrieves information from subscriber database once the user is connected to the voice site and has provided his registration/subscription. In doing so, the user does not need to specify additional information at any point during the session. If the user is filling out a form or running a transaction, his pre-fetched information is placed where necessary. Personalization module **462** also may present the user with a portal page, allowing the user quick access to the content they frequently access. If the pages store user specific information, then personalization module **462** may retrieve that information. Personalization module **462** may also allow users to modify speech output settings as described above.

Some of the multimedia (e.g., text, images to video to display to the user of the smart phone **415**) that is used by the voice site is generated by the application server **425**. The page execution module **464** executes a VoiceXML script that is retrieved from the data store **446** using the page retrieval module **468** and based on the execution of the VoiceXML script, the page execution module **464** sends a communication to the application server **425** to instruct the application server **425** to (1) execute its own script (e.g., Java script) to generate an appropriate multimodal instruction and communicate the multimodal instruction to the smart phone **415** over the data network **410** (for a multimodal action page); or (2) execute its own script (e.g., Java script) to execute a transaction that processes data, which may then be stored in a variable for subsequent access by the MM-IVR **470** (for a transaction page). Execution of part of the scripts (e.g., Java scripts) by the application server **425** may result in communication of a signal back to the page execution module **464** indicating that the processing corresponding to the page (i.e., the multimodal action page or the transaction page) is done. The page execution module **464** may then commence the processing of the next page. In another implementation, the page execution module **464** immediately or at a predetermined time later automatically begins processing the next page without waiting to receive a communication from the application server **425** that the execution of the multimodal action page or the transaction page is completed.

The call handling system **440** also may include a choice interpretation module **458** that may be used to interpret responses from the user of the smart phone **415**, such as those based on menu options. Choice interpretation module **458** cooperates with page menu module **466** and call reception **450** to enable call handling system **440** to respond to user requests based on menu options presented within a page. For example, if the menu provided by the page includes five options, choice interpretation module **458** may determine which of the five options to execute based on the input received through call reception **450** from the user. If the user presses the number **1** on the smart phone **415**, then choice interpretation module **458** generates a signal that indicates to page menu module **466** to execute choice **1**. Choice interpretation module **458** may comprise a more complicated system as well. Various call menu technologies generally are known and can be used. The user may also be able to respond with voice-based choices. Choice interpretation module **458** then uses voice-to-text conversion, natural language interpretation and/or artificial intelligence to determine which of the available menu options the user desires. Other systems for interpreting and executing user menu choices may also be used for choice interpretation module **458**.

The call handling system **440** additionally may include a transaction processing module **456** for processing transactions presented in a page. Transactions may include purchase of goods, request for services, making or changing reservations, requesting information, and any other type of transaction that may be performed by the smart phone **415** or other information exchange system. The transaction processing module **456** may be used to process transactions that occur based on voice information received by the call reception **450** from the user of smart phone **415**. Other types of transactions that include text, images or video information, are processed using the application server **425**, as described previously.

The call handling system **440** also may include a billing module **454** for monitoring the smart phone **415** user's access to various pages and enabling the call handling system **440** to allocate fees received from the user to content providers, transaction processors, and others. Billing module **454** may be used to record the time the user logs into the voice site, to record times when users access new pages, to record when users perform transactions, and other types of information that may be used for determining how to allocate fees received from the user for accessing the voice site.

Billing module **454** may compute time spent and pages accessed on the voice site for each page. In one implementation, the billing module **454** receives a credit value for the page as specified by the content provider and calculates the charges on a minute-basis throughout the call session. This information may be stored in a user statistics database and/or the data store **446** and/or the data store **427**. For each call, billing module **454** may track time of day/day of week, call duration, call origin, pages visited, etc. For each page, it may track "hit" frequency, revenue generated, demographics, etc. It may also track the advertisements presented, transactions performed, and other information.

In some implementations, the call handling system **440** may optionally include a call center **480**. The call center **480** is analogous to and is a particular example of the call center **154** of communications system **100**. The call center **480** of the call handling system **440** may include, among other components, an inbound call queue, an outbound call request queue, a call router, an automatic call distributor ("ACD") administrator, and a plurality of call center agents. The call center **480** may receive one or more calls from one or more telephonic devices, such as the smart phone **415**, that are routed to the call center by the MM-IVR **470**, for example, through the execution of scripts corresponding to a call transfer page. In addition, the call center **480** may make one or more outbound calls to telephonic devices via the voice network **430**. The call center **480** may determine an appropriate call center agent to route the call to or to assign an outbound call to. The determination of an appro-

priate agent may be based on agent performance metrics and information known about the inbound or outbound call. The determination of the appropriate agent may, for example, be based on some or all of the form information and/or other optional information received from the smart phone **415**.

FIGS. **5**A-**5**N illustrate a GUI **500** for an application development tool that is used by a content provider to create a multimodal voice site. The GUI **500** may be implemented by the content provider web interface **442** and presented to the content provider **405** when the content provider **405** accesses the call handling system **440** using a web browser over the data network **410** to create/manage the voice site. The following describes the different components of the GUI **500** with respect to the system **400** that is described with reference to FIG. **4**. Specifically, the components of the GUI **500** are described as used by the content provider **405** to create a voice site for providing technical support to users of a product (e.g., a wireless cable modem) associated with the content provider **405**. However, the GUI **500** and the associated application development tool may be used by other systems, content providers or application developers, among others.

FIG. **5**A illustrates a multimodal setup page **505** that is presented to the content provider **405** when the content provider **405** logs into the call handling system **440** to create the voice site. The phone number associated with the voice site that will be called by the user is specified by the phone number **505***a*. In one implementation, the voice site may have multiple phone numbers **505***a* associated with the voice site. The multimodal setup page **505** may be used to identify the images, text files, and video files that are required for the multimodal interaction defined by the voice site. The images, text files, and video files are specified by the content provider **405** using the file names **505***b*. To select an image file, the content provider **405** clicks on the "Link Image" link that opens a pop-up window displaying a list of images that are uploaded by the content provider **405**. To select a video file, the content provider **405** clicks on the "Link Video" link that opens a pop-up window displaying a list of video files that are uploaded by the content provider **405**. To select a text file, the content provider **405** clicks on the "Link Text" link that opens a pop-up window displaying a list of text files that are uploaded by the content provider **405**. The content provider **405** can clear the file selection that it has previously made by clicking on the "Clear" link. The content provider **405** can view the file selection that it has made by clicking on the "View" link. A previously selected file can be deleted by checking the radio button to the left of the file, and then clicking the "Delete" button icon. A new file can be added by clicking the "Add File" button icon. An added file can be rearranged by checking the radio button to the left of the file and then clicking the "Up" button icon to move the file up in the order, or the "Down" button icon to move the file down in the order.

When the user of smart phone **415** calls the voice site and launches the multimodal application **418** on the smart phone **415** to interact with the voice site, the MM-IVR **470** executes a script based on the information included in the multimodal setup page **505** and instructs the application server **425** to send a signal to the smart phone **415** that provides an indication of all the files that are necessary for the multimodal application **418** to interact with the voice site. The files that are necessary may be, for example, the files that are specified by the content provider **405** on the multimodal setup page **505**. Upon receiving the signal from the MM-IVR **470**/application server **425**, the multimodal application **418** checks in the local memory of the smart phone **415** to see whether the necessary files as indicated by the signal from the MM-IVR **470**, are present on the smart phone **470**. If the multimodal application **418** determines that one or more of the necessary files are not present, then the multimodal application **418** sends a message to the application server **425** including information on the necessary files that are not locally present on the smart phone **415**. Upon receiving the message from the multimodal application **418** with the information on the files that are not present locally on the smart phone **415**, the application server **425** pushes the missing files to the smart phone **415**. The order in which the files are downloaded may be, for example, from top to bottom as specified on the site multimodal setup page **505**. Therefore, the top to bottom order may match the order in which the files will be used by the voice site during the multimodal interaction.

The variable **505***c* that is used to store the caller id that is required to identify the smart phone **415** from which the call is made also may be stored on the site multimodal setup page **505**. The variable **505***c* may be selected from a list of variables previously specified by the content provider by clicking on the "Select a Variable" drop-down menu button.

FIG. **5**B illustrates a Site Overview page **510** that provides a listing of the different pages created by the content provider **405** to define the voice site. The Site Overview page **510** lists all the pages that are included in the voice site. The name of the voice site is specified in the heading **510***a* of the Site Overview page **510**, e.g., "Cable Wireless Inc. Modem Troubleshooting IVR." When the user of smart phone **415** interacts with the voice site, the first page that is processed is determined by the 'Home Page' field **510***b*. The content provider **405** may specify any page that the content provider wants to be processed first as the Home Page **510***b*. In some implementations, the first page in the listing of pages is the same page that is listed as the 'Home Page' **510***b*. However, in other implementations, the page that is as the 'Home Page' **510***b* is not the first page in the listing of the pages in the Site Overview page **510**. The order in which the various pages are processed is determined by the links in the respective pages. Each page usually contains a link to the next page that is to be processed. As described previously, each page created by the content provider **405** has a type that may be one of the following: (1) message page; (2) question page; (3) logic page; (4) transaction page; and (5) multimodal action page. The type of each page is specified by an icon associated with that particular type in the Type field **510***c* in the ordered listing of the pages. A voice site may have multiple pages of the same type. For example, the voice site illustrated in the Site Overview page **510** has four pages of type message page, including the pages "Say Greeting", "Ask for Email Address", "Instruction" and "Goodbye." Each of the pages may be identified by a page name that is shown in the Page Name field **510***d*. In addition or as an alternative to the page name, each page also may be identified by a page number that is shown in the Page # filed **510***e*. The page name and page number of a page are specified by the content provider **405** when creating the pages for the voice site. A page may have a unique page name, or it may have a page name that is similar to the page name of another page. In case two or more pages share the same page name, they may be differentiated based on the page numbers. The combination of page name and page number uniquely identifies a page. The content provider **405** may create a new page by clicking the "Add Voice Page" drop-down menu button icon **510***f* When the "Add Voice Page" drop-down menu button icon **510***f* is selected, a drop-down menu listing the available types of pages are

displayed to enable the content provider to select the type of page it wants to add. Alternatively, a new page may be created by copying a previously created page. The content provider **405** may select the page to be copied by checking the radio button to the left of the page to be copied and then selecting the "Copy" button. An existing page can be deleted by checking the radio button to the left of the page, and then clicking the "Delete" button icon.

FIG. **5**C illustrates a message page **515** that is the first page that is processed for the voice site illustrated by the Site Overview page **510**. The voice page **515** is identified by its page name **515***a* and/or page number **515***b*. The page name **515***a* and the page number **515***b* corresponds to the name of the page shown in the Page Name field **510***d* and the number of the page shown in the Page # field **510***e* respectively, shown in the Site Overview page **510**. The type of the page is represented by the icon **515***h*, which indicates that page **515** is a message page. The type of the page **515** corresponds to the type of the page shown in the Type field **510***c* in the Site Overview page **510**, which is indicated by a similar icon.

The commands that are to be processed by the MM-IVR system **470** when the page **515** is executed are shown in the body of the page **515** under the heading "Site Commands." "Site Commands" refer to actions that the user may perform (e.g., by saying the command on the phone or pressing a button on the dial pad of the native telephony application **416**, or by pressing a button displayed by the multimodal application **418** on the display of the smart phone **415**) to come to that particular page in the voice site. The site commands may be available on all the pages, or on a subset of the pages included in the voice site.

Since page **515** is a message page, when the page **515** is executed, the MM-IVR system **470** prompts the user with a voice message that is specified using the "Initial Prompts" field **515***c*. The content provider **405** may define the voice message by typing in text in the text input field **515***d*. When the page **515** is executed, the MM-IVR system **470** prompts the user with a voice message corresponding to the text that is entered by the content provider **405**. For example, the user of the smart phone **415** may hear the voice site say, "Hi. Welcome to Cable Wireless Inc.'s modem troubleshooting hotline."

The above example is a text-to-speech type of prompt. A text-to-speech type of prompt with a text input field is presented by default when a message page is created. The content provider **405** may delete the default text-to-speech type prompt and create a different type of prompt. The default text-to-speech type prompt may be deleted by checking the radio button next to the text input field and then selecting the "Delete" button. Alternatively, the content provider **405** may specify one or more other prompts in the message page **515**. Prompts may be added by the content provider **405** by selecting a button icon corresponding to the type of prompt to be added, specified to the right of the Add Prompt **515***e*. The two other types of prompts are audio and variable. When the content provider **405** selects to add an audio prompt, the content provider **405** is able to specify a pre-recorded audio file that is stored in the call handling system **440**, for example in the data store **446**. When the page **515** is executed, the MM-IVR system **470** locates and plays the audio file specified by the audio prompt using its in-built audio player such that the user of the smart phone **415** hears the recording associated with the audio file. When the content provider **405** selects to add a variable prompt, the content provider **405** is able to specify a pre-determined variable that is specified by the content provider **405** for the voice site. When the page **515** is executed, the MM-IVR system **470** locates the variable specified by the variable prompt and plays the data associated with the variable to the user of the smart phone **415** using text-to-speech conversion. For example, if the content provider selects a variable that has the number **5** associated with it, the MM-IVR **470** will play audio information to the user using the native telephony application **416** that the user will hear as saying "Five."

In addition to the prompts, the content provider **405** may specify action commands **515***f* on the message page **515**. The actions that are possible are specified by the drop-down menu list corresponding to the actions **515***f*. For example, the content provider may select the action "Go to Designated Page" and specify the page **515***g* that is executed in the sequence after the current page. Once the message page **515** is created and/or updated, the content provider **405** saves the message page **515** by selecting the "Save" button. The message page **515** is subsequently stored by the call handling system **440**, for example, in the data store **446**. Alternatively, the content provider **405** may elect to discard the additions/changes that have been made by selecting the "Cancel" button, in which case the additions/changes are not saved by the call handling system **440**.

FIG. **5**D illustrates a multimodal action page **520** that is processed by the MM-IVR **470** for the voice site based on the action **515***f* specified by the preceding page (i.e., message page **515**). Similar to the voice page **515**, the multimodal action page **520** is identified by its Page Name **520***a* and/or Page #**520***b*. The Page Name **520***a* and the Page #**520***b* corresponds to the name of the page shown in the Page Name field **510***d* and the number of the page shown in the Page # field **510***e* respectively, shown in the Site Overview page **510**. The type of the page is represented by the icon **520***c*, which indicates that page **520** is a multimodal action page. The type of the page **520** corresponds to the type of the page shown in the Type field **510***c* in the Site Overview page **510**, which is indicated by a similar icon.

The multimodal action page is a page type that enables multimodal interaction when included in a voice site. The type of multimodal interaction is controlled by the Action dropdown menu **520***d*. In one example implementation, three broad categories of multimodal interaction are offered through selection of corresponding options in the dropdown menu **520***d:*

1. pushing content to the phone (action parameter in the action instruction sent to the smart phone is one of 'PushImage', 'PushVideo', 'PushText');
2. show the keyboard of the phone (action parameter is 'ShowKeyboard'); and
3. getting content from phone (action parameter in the action instruction sent to the smart phone is one of 'GetImage', 'GetVideo', 'GetText').

As described previously, the multimodal action page **520** is executed by the application server **425**. When the MM-IVR **470** processes the multimodal action page **520**, it sends an instruction to the application server **425** to execute the multimodal action page **520**. The commands that are processed by the application server **425** when the page **520** is executed are shown in the body of the page **520** under the heading "Site Commands." Based on the action **520***d* defined in the page **520** by the content provider **405**, when the application server **425** executes a script corresponding to page **520**, it generates an appropriate multimodal instruction that includes an action parameter and, optionally, a value parameter and communicates the multimodal instruction to the smart phone **415** over the data communications session. The action **520***d* specified on the multimodal action page

520 is "Show Keyboard" and corresponds, for example, to the action parameter "ShowKeyboard." Therefore the multimodal instruction communicated to the smart phone **415** instructs the multimodal application **418** to show the keyboard. Accordingly, the multimodal application **418** displays a keyboard to the user on the display of the smart phone **415** along with a text input field to enter text using the displayed keyboard.

After sending the instruction to the application server **425**, the MM-IVR **470** processes the next action **520***e* specified in the multimodal action page **520**, which instructs the MM-IVR **470** to go to the page numbered **2000** and with page name "Ask for Email Address." Once the multimodal action page **520** is created and/or updated, the content provider **405** saves the multimodal action page **520** by selecting the "Save" button. The multimodal action page **520** is subsequently stored by the call handling system **440**, for example, in the data store **446** and/or the data store **427**. Alternatively, the content provider **405** may elect to discard the additions/changes that have been made by selecting the "Cancel" button, in which case the additions/changes are not saved by the call handling system **440**.

FIG. **5**E illustrates a message page **525** that is executed by the MM-IVR **470** for the voice site based on the action **520***e* specified by the preceding page (i.e., the multimodal action page **520**). The page name, page number and prompts fields of the message page **525** are similar to the message page **515**, but the content are different. In the example shown, the message page **525** is used by the content provider **405** to ask the user accessing the voice site to provide the user's email address. Therefore the text that is entered by the content provider **405** in the text input field **525***b* corresponding to the prompt **525***a*, when audibly presented to the user using text-to-speech conversion by the MM-IVR **470**, asks the user, "Please enter your email address using the keyboard on your phone. Say 'continue' when you are done." The message is played to the user using the native telephony application **416** on the smart phone **415**, while the multimodal application **418** displays a keyboard and text input field on the display of the smart phone **415**. In an alternative implementation, the message is played to the user using the multimodal application **418**, while the multimodal application **418** simultaneously displays a keyboard and text input field on the display of the smart phone **415**.

In addition to the prompt, the content provider **405** specifies a "Listen for Page Commands" action command **525***c* on the message page **525**. The "Listen for Page Commands" action command instructs the MM-IVR **470** to receive page commands from the user of the smart phone **415** and process the received page command based on the definition of the page commands that are specified on the voice page **525**. The content provider **405** may specify one, five or ten page commands by selecting one of the three buttons associated with the "Add Page Commands" **525***g*. The page command specified by the content provider **405** on the message page **525** instructs the MM-IVR **470** to wait for the user to either say "continue" **525***d* on the speaker of the smart phone **415** or press "**1**" **525***e* on the dial pad of the smart phone **415**, and then process the page numbered **2100** and with page name "Retrieve Email Address From Phone" **525***f*. When the MM-IVR **470** receives a transmission from the smart phone **415** that is processed as indicating that the user has said "continue" **525***d* on the speaker of the smart phone **415** and/or pressed "**1**" **525***e* on the dial pad of the smart phone **415**, the MM-IVR **470** retrieves and processes the page **2100**, which is shown in FIG. **5**F.

FIG. **5**F illustrates a multimodal action page **530** that is processed by the MM-IVR **470** for the voice site based on the action **525***f* specified by the preceding page (i.e., message page **525**). Similar to the previously described pages **505-525**, the multimodal action page **530** is identified by its page name and/or Page #. The type of the page is represented by the action icon that is similar to the icon **520***c* of multimodal action page **520**.

The multimodal action page **530** is executed by the application server **425**. When the MM-IVR **470** processes the multimodal action page **530**, it sends an instruction to the application server **425** to execute the multimodal action page **530**. The action **530***a* specified on the multimodal action page **530** is "GetText". Therefore the multimodal instruction generated by the application server **425** and communicated to the smart phone **415** over the data communications session may include, for example, the action parameter "GetText" and may instruct the multimodal application **418** to send to the application server a text string that is entered by the user of the smart phone **415**. The text string is entered by the user of the smart phone by typing using the keyboard in the text input field that are displayed to the user by the multimodal application **418** on the display of the smart phone **415** based on the instructions associated with the multimodal action page **520**. The multimodal application **418** captures the text string entered by the user and communicates the text string to the application server over the data communications session. The text string is saved by the application server in the variable identified by "Variable To Store Text" **530***b*. For example, the text string may be saved in the variable "user_email" that was previously defined by the content provider **405**. In the example shown in FIG. **5**F, the text string saved in the variable "user_email" corresponds to an email address of the user of the smart phone **415**. The email address may be used by the call handling system to identify and locate a subscription account for associated with the user for the voice site created by content provider **405**.

After sending the instruction to the application server **425**, the MM-IVR **470** processes the next action **530***c* specified in the multimodal action page **530**, which instructs the MM-IVR **470** to process the page numbered **2500** and with page name "Obtain Cable Modem Type."

FIG. **5**G illustrates a transaction page **535** that is processed by the MM-IVR **470** for the voice site based on the action **530***c* specified by the preceding page (i.e., multimodal action page **530**). The type of the page **535** is identified by the icon **535***a*, which indicates that page **535** is a transaction type page. As described previously, transaction pages may be executed by the application server **425**. In some implementations, transaction pages are additionally or alternatively executed by the transaction processing module **456**. When the MM-IVR **470** processes the transaction page **535** and the transaction page is processed by the application server **425**, the MM-IVR **470** sends an instruction to the application server **425** to execute the transaction page **535**.

Based on the information contained in the transaction page **535**, the application server **425** invokes a script to perform certain actions that are defined in the script. The name and location of the script are specified by the URL **535***b*. The URL **535***b* may specify a World Wide Web (WWW) address indicating that the script is accessible over the Internet. Alternatively, the URL **535***b* may be the address of a local file. The hypertext transfer protocol (HTTP) commands POST or GET **535***c* are selected by the content provider **405** to indicate whether the script specified by the URL **535***b* will return a value to the application server **425**.

When the application server **425** invokes the script specified by the URL **535***b*, the application server **425** may pass one or more parameters to the script as input parameters that are needed for execution of the script. The input parameters are specified by the content provider **405** under the "Parameters" heading in the page **535**. The content provider **405** may specify a variable or a constant parameter by selecting the "Add Parameter" **535***d*. In the example shown in FIG. **5**G, the parameter specified by the content provider **405** is a variable with the name "user_email" **535***e* specified under "Parameter Name", with the value of the variable being represented by the string "user_email" specified under "Parameter Value." The variable "user_email" corresponds to the variable that was obtained by the application server **425** from the multimodal application **418** by executing a script corresponding to multimodal action page **530**.

The script specified by the URL **535***b* performs certain actions using the variable "user_email" and returns a value to the application server **425**. The response received from the script specified by the URL **535***b* is interpreted by the application server based on the instructions specified by the content provider in **535***f*. The response may be interpreted as a VoiceXML script (e.g., "AngelXML" script, which is a version of a VoiceXML script). The VoiceXML script also may specify the next page (e.g., Page #**3000** as illustrated by FIG. **5**H) that is to be executed in the execution order of the pages of the voice site. In an alternative implementation, the response may be interpreted, for example, as text-to-speech.

In the example illustrated by FIG. **5**G, the script specified by the URL **535***b* identifies the subscriber account corresponding to the user of the smart phone **415** for the product/service that is provided by the voice site, which is a wireless cable modem product. The script uses the email address provided by the user, which is stored in the "user_email" variable, to identify the subscriber account. Based on identifying the subscriber account, the script retrieves information related to the particular model of cable modem that is used by the user of the smart phone **415**, and returns a value to the application server **425** indicating the particular model of the cable modem. The returned value is used by the application server **425** to populate a variable "modem_type", as shown with respect to FIG. **5**H.

FIG. **5**H illustrates a logic page **540** that is processed by the MM-IVR **470** for the voice site based on the response **535***f* that is received from the script executed by the application server **425** based on instructions specified by transaction page **535**. The type of the page **540** is identified by the icon **540***a*, which indicates that page **540** is a logic page. The logic page **540** is executed by the MM-IVR **470**.

The MM-IVR **470** executes a script corresponding to the operation rules that are specified in the logic page **540**. The logic page **540** specifies a logic statement that is based on the value of the variable "modem_type" **540***b*. The variable modem_type is populated by the value that is returned by the script executed by the application server **425** that is specified by the URL **535***b* in the transaction page **535**. The "If" statement **530***c* is a condition logic block that tests the value of the variable "modem_type" and if the value equals "D_Link_DSL", then the MM-IVR **470** executes the block **540***d* and branches to the page numbered **4000** with page name "Push Image of D_Link_DSL_Modem." On the other hand, if the value of the variable "modem_type" does not equal "D_Link_DSL", then the MM-IVR **470** executes the block **540***e* and branches to the page numbered **5000** with page name "Push Image of D_Link_DCM_Modem."

The content provider **405** may specify one or more operation rules or logic commands in the logic page **540** by selecting one of the three buttons "Condition", "Assignment" and "Transformation" **540***f*. The "If" statement **540***c* described above is an example of a "Condition" logic operation. An "Assignment" logic operation is one in which a value gets assigned to a variable. A "Transformation" logic operation is one in which a variable gets transformed from one value to another, e.g., when the value of a variable is updated based on the value of another variable.

FIG. **5**I illustrates a multimodal action page **545** that is processed by the MM-IVR **470** for the voice site based on the execution of the "If" logic condition **540***c* specified in the logic page **540**. The MM-IVR **470** processes the multimodal action page **545** if the test of the "If" condition **540***c* results in the execution of the conditional block **540***d*. Similar to other multimodal action pages, the multimodal action page **545** is executed by the application server **425**. When the MM-IVR **470** processes the multimodal action page **545**, it sends an instruction to the application server **425** to execute the multimodal action page **545**. The action **545***a* specified on the multimodal action page **545** is "PushImage." The image that is to be pushed is specified by the "Value" field **545***b*. Therefore the multimodal instruction generated by the application server **425** and communicated to the smart phone **415** over the data communications session may include the action parameter "PushImage" and the value parameter "D_Link_DSL_Modem.png," which identifies the image to be displayed (i.e., pushed) to the user. The multimodal instruction instructs the multimodal application **418** to display the image specified by **545***b* to the user on the display of the smart phone **415**. Using the example of page **545**, the multimodal application **418** would display the image "D_Link_DSL_Modem.png" on the display of the smart phone **415**. To associate an image to the "Value" field **545***b*, the content provider **405** would click on the "Link Image" link that brings up the 'Image Link Panel' pop-up window that is described with respect to FIG. **5**L below. 'PushText' and 'PushVideo' actions work in a manner similar to the 'PushImage' action to display text files and video files respectively on the display of the smart phone **415** using the multimodal application **418**. They also have associated 'Text Link Panel' and 'Video Link Panel' pages respectively.

After sending the instruction to the application server **425**, the MM-IVR **470** processes the next action **545***c* specified in the multimodal action page **545**, which instructs the MM-IVR **470** to process the page numbered **8000** and with page name "Instruction."

FIG. **5**J illustrates a message page **550** that is executed by the MM-IVR **470** for the voice site based on the action **545***c* specified by the preceding page (i.e., the multimodal action page **545**). The page name, page number and prompts fields of the message page **550** are similar to the message page **525**, but the content are different. In the example shown, the message page **550** is used by the content provider **405** to instruct the user unplug the cable modem as shown by the image specified in the image file "D_Link_DSL_Modem.png" that is pushed to the user by the application server **425** based on instructions specified in the multimodal action page **545**. Therefore the text that is entered by the content provider **405** in the text input field **550***b* corresponding to the prompt **550***a*, when audibly presented to the user using text-to-speech conversion by the MM-IVR **470**, asks the user, "Go ahead and unplug the modem, as shown in the image, wait 10 seconds, then plug it back in. When you've done that, say, I'm done." The message is played to the user using the native telephony application **416** on the smart phone **415**, while the multimodal application **418** displays the image specified in the image file "D_Link_DSL_Mo-

dem.png" on the display of the smart phone **415**. In an alternative implementation, the message is played to the user using the multimodal application **418**, while the multimodal application **418** simultaneously displays the image specified in the image file "D_Link_DSL_Modem.png" on the display of the smart phone **415**.

In addition to the prompt, the content provider **405** specifies a "Listen for Site & Page Commands" action command **550***c* on the message page **550**. The "Listen for Site & Page Commands" action command instructs the MM-IVR **470** to receive page commands from the user of the smart phone **415** and process the received page commands based on the definition of the page commands that are specified on the voice page **550**. The page command specified by the content provider **405** on the message page **550** instructs the MM-IVR **470** to wait for the user to either say "I am done" or "I'm done" **550***d* on the speaker of the smart phone **415** or press "**1**" **550***e* on the dial pad of the smart phone **415**, and then process the page numbered **10000** and with page name "Goodbye" **550***f*. When the MM-IVR **470** receives a transmission from the smart phone **415** that is processed as indicating that the user has said either say "I am done" or "I'm done" **550***d* on the speaker of the smart phone **415** and/or pressed "**1**" **550***e* on the dial pad of the smart phone **415**, the MM-IVR **470** retrieves and processes the page **10000**, which is shown in FIG. **5**K.

FIG. **5**K illustrates a message page **555** that is the last page that is processed for the voice site illustrated by the Site Overview page **510**. The message page **550** is executed by the MM-IVR **470** for the voice site based on the action **550***f* specified by the preceding page (i.e., the message page **550**). The user arrives at the page **555** after the user has navigated through the entire voice site created by the content provider **405** and that is illustrated by the FIGS. **5**A-**5**K. The content provider **405** may define the voice message by typing in text in the text input field **555***d*. When the page **555** is executed, the MM-IVR system **470** prompts the user with a voice message corresponding to the text **555***b* that is entered by the content provider **405**. For example, the user of the smart phone **415** may hear the voice site say, "Alright. Thanks for using Cable Wireless Inc.'s Modem Troubleshooting Hotline. Goodbye!"

In addition to the prompt **555***a*, the content provider **405** specifies the action **555***c* on the message page **555**. The content provider may select the action "End the Call." Therefore when the MM-IVR **470** executes a script corresponding to the page **555**, the MM-IVR **470** terminates the call that is placed by the user of the smart phone **415** when the action **555***c* is executed. When the call is terminated, the MM-IVR **470** terminates the voice communications session that was established with the smart phone **415**. In addition, the MM-IVR **470** sends an instruction to the application server **425** based on which the application server **425** terminates the data communications session that was established with the multimodal application **418**.

FIG. **5**L illustrates an Image Link Panel page **560** that may be used by the content provider **405** during the creation of the voice site. The Image Link Panel page **560** is used when the content provider creates the multimodal action page **545** with the action "PushImage." The content provider **405** invokes the Image Link Panel page **560** by clicking on the "Link Image" link in page **545** that launches the Image Link Panel page **560** in an overlay window that is displayed on top of page **545**. Using the Image Link Panel page **560** the content provider **405** is able to link an image to the multimodal action page **545**. This Image Link Panel page **560** can also be used to upload images or a collection of images as a compressed archive file (e.g., a ZIP file) using the "Upload Image" option **560***a*. All images are stored under a '/images/' top level folder that is shown by the "Current Folder" field **560***b*. Under this folder, the content provider **405** can create additional folders using the "Add Folder" option **560***c*. The images and folders that have been added are shown on the right side of the page **560** as a listing of icons and image names **560***d*.

FIG. **5**M illustrates an Image Manager page **565** that is accessible to the content provider **405** from the "Home" tab of the account belonging to the content provider **405**. The Image Manager page **565** is used to manage all image files that are uploaded by the content provider **405**. There are similar Audio Manger page that is used to manage audio files, a Text Manager page that is used to manage text files and a Video Manager page that is used to manage video files.

FIG. **5**N illustrates a question page **570** that is used in the creation of a voice site when the MM-IVR **470** asks a question of the caller calling the voice site. The question that is asked is specified by the voice site creator using the 'Initial Prompts' option. The response received from the caller is processed based on the "Response Type" **570***a* specified by the site creator and is stored in a variable **570***b*. The question page **570** also may allow the caller to provide responses including multiple keywords—this is enabled by selecting the radio button associated with the "Allow Multiple Choice" option **570***c*.

FIGS. **6**A-**6**D illustrate a GUI **600** for another example of a multimodal application on a smart phone. The GUI **600** may be associated with the multimodal application **418** for the voice site created by the content provider **405** using the content provider web interface **442**. For example, the GUI **600** may be the interface for the smart phone application that is created as part of the voice site illustrated in FIGS. **5**A-**5**K. Therefore the GUI **600** may be the interface that is presented to the user of the smart phone **415** on the display of the smart phone **415** when the user connects to the voice site created by the content provider **405**. The following describes the different components of the GUI **600** with respect to the system **400** that is described with reference to FIG. **4** and the application development tool interface **500** that is described with reference to FIGS. **5**A-**5**N. However, the GUI **600** and the associated multimodal application may be associated with other systems, content providers or application developers, among others.

FIG. **6**A illustrates a GUI **605** that is presented to the user of the smart phone **415** on the display of the smart phone **415** when the user calls the voice site created by the content provider **405** using the native telephony application **416** in the smart phone **415**. When the user calls the voice site and establishes a voice connection between the smart phone **415** and the MM-IVR **470**, the smart phone **415** may receive multimodal instructions from the application server **425** via the push notification service **420**. The multimodal application **418** is not launched on the smart phone, and therefore the multimodal instructions may be received by the notification application **417**. Based on receiving the multimodal instructions, the notification application **417** generates a pop-up notification **605***a* that is displayed on the display of the smart phone **415**. The pop-up notification **605***a* prompts the user to launch the multimodal application by clicking the view button. The user may opt not to launch the multimodal application, in which case the user clicks the "Close" button, which causes the pop-up notification to disappear and the native telephony application **605***b* returns to the foreground on the display of the smart phone **415**. However, if the user opts to launch the multimodal application, the user clicks the

"View" button on the pop-up notification. This causes the pop-up notification to disappear and the native telephony application **605***b* to run minimized in the background, while the multimodal application **418** is launched.

FIG. **6**B illustrates a GUI **610** that is presented to the user of the smart phone **415** on the display of the smart phone **415** when the multimodal application **418** is launched due to the user clicking the "View" button on the pop-notification **605***a*. When the multimodal application **418** is launched, the multimodal application **418** may present a splash image **610***a* on the display of the smart phone **415**. The splash image **610***a* may be pushed to the smart phone **415** by the application server **425** based on a 'PushImage' action in a multimodal action page. The splash image **610***a* may identify to the user of the smart phone **415** that the user has launched the multimodal application associated with the customer service voice site of 'Cable Wireless Corp.' In addition or as an alternative to displaying the splash image **610***a*, the user may also hear through the speakers of the smart phone **415** the voice site say, using the native telephony application **416**, "Hi. Welcome to Cable Wireless Inc.'s modem troubleshooting hotline." This is based on scripts executed by the MM-IVR **470** when the MM-IVR processes the message page **515** as part of running the voice site when the user of the smart phone **415** has called the voice site.

The user also may be provided with the option to save the splash image **610***a* in the local storage of the smart phone **415** by clicking on the 'Save Image' button **610***b*. If the user saves the splash image **610***a* in the local storage of the smart phone **415** by clicking on the 'Save Image' button **610***b*, then for future launches of the multimodal application **418**, the splash image **610***a* may be retrieved by the multimodal application **418** from the local storage of the smart phone **415**, thereby obviating the need for the application server **425** to push the splash image **610***a* to the multimodal application **418**. Since the native telephony application **416** is running in the background while the multimodal application **418** is displayed on the display of the smart phone **415**, the user may switch to the native telephony application **416** by touching the strip **610***c* near the top of the display above the splash image **610***a*. This minimizes the GUI **610** of the multimodal application **418** and returns the GUI **605***b* of the native telephony application **416** to the foreground of the display of the smart phone **415**.

FIG. **6**C illustrates a GUI **615** that is presented to the user of the smart phone **415** on the display of the smart phone **415** when the MM-IVR **470** has processed the page **520** that is created by the content provider **405** as part of the content provider **405**'s voice site. The keyboard **615***a* and the text input field **615***b* are displayed to the user on the display of the smart phone **415** based on instructions received by the multimodal application **418** from the application server **425**. The application server sends a multimodal instruction to the multimodal application **418** to show the keyboard **615***a* and the text input field **615***b* when the application server executes a script associated with the multimodal action page **520** that specifies the action 'Show Keyboard.' In addition to viewing the keyboard **615***a* and the text input field **615***b*, the user may also hear through the speakers of the smart phone **415** the voice site say, using the native telephony application **416**, "Please enter your email address using the keyboard on your phone. Say 'continue' when you are done." This is based on scripts executed by the MM-IVR **470** when the MM-IVR processes the message page **525**. Based on the multimodal application **418** display and the audible prompts, the user may enter a text string in the input field **615***b* by typing alphanumeric characters using the keyboard **615***a*. The text string may identify an email address associated with the user, e.g., 'pperera@angel.com.'

The native telephony application **416** is runs in the background at all times while the multimodal application **418** is displayed on the display of the smart phone **415**, so that the user remains connected to the MM-IVR **470** over the voice communications session. From any multimodal application GUI, the user may switch to the native telephony application **416** by touching the strip, e.g., **615***c*, near the top of the multimodal application **418** GUI display. This minimizes the GUI, e.g., **615**, of the multimodal application **418** and returns the GUI **605***b* of the native telephony application **416** to the foreground of the display of the smart phone **415**.

FIG. **6**D illustrates a GUI **620** that is presented to the user of the smart phone **415** on the display of the smart phone **415** when the MM-IVR **470** has processed the multimodal action page **545** that is created by the content provider **405** as part of the content provider **405**'s voice site. The image **620***a* may be pushed to the smart phone **415** by the application server **425** based on the 'PushImage' action **545***a* in the multimodal action page **545**. The image **620***a* may be associated with the image file 'D_Link_DSL_Modem.png' **545***b* and may provide to the user of the smart phone **415** a visual identification of the model of the wireless cable modem product is used by the user. In addition to viewing the image **620***a*, the user may also hear through the speakers of the smart phone **415** the voice site say, using the native telephony application **416**, "Go ahead and unplug the modem, as shown in the image, wait 10 seconds, then plug it back in. When you've done that, say, I'm done." This prompt is audibly communicated to the user by the voice site through the execution, by the MM-IVR **470**, of one or more scripts corresponding to the message page **550**. The combination of the visual cues provided by the image **620***a* and the audible instructions provided by the voice site provides a rich multimodal experience to the user. This may facilitate easier troubleshooting of the product by the user and/or enhance the user's customer service experience.

The user also may be provided with the option to save the splash image **620***a* in the local storage of the smart phone **415** by clicking on the 'Save Image' button **620***b*. If the user saves the splash image **620***a* in the local storage of the smart phone **415** by clicking on the 'Save Image' button **620***b*, then for future launches of the multimodal application **418**, the splash image **620***a* may be retrieved by the multimodal application **418** from the local storage of the smart phone **415**, thereby obviating the need for the application server **425** to push the splash image **620***a* to the multimodal application **418**.

FIG. **7** is a flow chart illustrating an example of a process **700** that may be implemented by a smart phone to enable multimodal interactions with an enhanced voice site. The process **700** may be performed, for example, by the smart phone **415** when the user interacts with the voice site created by the content provider **405**, using the native telephony application **416** and/or the multimodal application **418**. The following describes the process **700** being performed by components of the communications system **400** that is described with reference to FIG. **4**. However, the process **700** may be performed by other communications systems or system configurations.

The smart phone **415** places a call to a voice site in response to a user request (**702**). The voice site is created by the content provider **405** using the content provider web interface **442** provided by the call handling system **440**. The user of the smart phone **415** may place the call to receive

customer service from the voice site. For example, the content provider **405** may be a cable company (e.g., Cable Wireless Corp. that is described with reference to FIG. **6**B) and the voice site may provide technical support to subscribers/product users of the cable company. The user of the smart phone **415** may be using a wireless cable modem provided by the cable company and therefore calls the voice site to troubleshoot an issue that user is experiencing with the wireless cable modem.

When the call is connected, the voice site may audibly greet the user by playing a prompt that is heard by the user through the speakers of the smart phone **415**. During the user's interaction with the enhanced voice site, the smart phone **415** also may receive a data message from the voice site (**704**). The data message may be sent by the MM-IVR **470** and/or the application server **425** as a result of execution of scripts associated with the voice site while the user is interacting with the voice site. If the user has not registered for multimodal interaction with the call handling system **440**, the data message may be, for example, a text message (e.g., a Short Message Service (SMS) message) that is received using a text messaging application on the smart phone **415**. Along with receiving the data message, the user may hear audible information from the voice site that informs the user that the user is going to receive the text message that will include a link selectable to allow the user to register for multimodal interaction with the call handling system **440**. The link may be, for example, a hyperlink selectable to access a network location from which the user can download and install the multimodal application associated with the voice site.

If the data message is a text message having a link selectable to register for multimodal interaction with the call handling system **440** (or, in some implementations, with only a particular voice site) (**706**), the user may select the link to download and install the multimodal (MM) application by, for example, using a graphical pointer or other selection mechanism supported by the smart phone to click or otherwise select the link provided in the text message (**708**). The user may opt not to select the link to install the MM application (**708**), in which event the call with the voice site continues as an interactive voice-only call (**720**). In an alternative implementation, if the user opts not to install the MM application, the call with the voice site is terminated by the voice site.

If the user selects the link to install the application, the smart phone automatically downloads and installs the MM application (**722**). In an alternative implementation, clicking on the link provided in the text message takes the user to a network location where the user has to perform further actions to download and install the MM application. The smart phone **415** may have multiple MM applications installed, where each of the multiple MM applications is used for multimodal interaction with a different voice site. In an alternative implementation, the smart phone **415** may have a single MM application installed, where the single MM application is configured to handle multimodal interactions for multiple voice sites.

Once the MM application is installed on the smart phone **415**, an icon may be provided on the display of the smart phone **415** associated with the MM application. The smart phone may launch the MM application (**724**) in response to the user clicking on the icon associated with the MM application that is provided on the display of the MM application. The MM application may be, for example, the multimodal application **418**. Alternatively, immediately after the MM application is installed, the smart phone may automatically launch the MM application to enable the user to register for multimodal interaction. Once the MM application is launched, the MM application may automatically send registration information to the voice site (**726**). The registration information may be sent to the application server **425** via the data network **410** that forwards the registration information to the MM-IVR **470** that is executing instructions associated with the voice site. In an alternative implementation, the registration information may be sent via the data network **410** to the push notification service **420** that stores the registration information locally. In addition or as an alternative to storing the registration information locally, the push notification service **420** may forward the registration information to the application server **425** and/or the MM-IVR **470**. In another alternative implementation, the registration information may be sent automatically to the call handling system **440** via the voice network **430**; the registration information may be received by the user registration module **448** and/or the call center module **450**.

In yet another alternative implementation, once the MM application is launched, the user enters the caller id on a form that is displayed on the display of the smart phone **415** using the MM application. The MM application communicates with the push notification service **420** to obtain a unique token from the push notification service **420** that identifies the smart phone **415**. The caller id entered by the user on the form and the unique token obtained from the push notification service **420** are sent by the MM application to the application server **425** to register the smart phone **415**.

The sending of the registration information to the voice site (**726**) may be done only once, at the time when the MM application is installed and launched for the first time. It may not be required to send the registration information for subsequent calls to the voice site and/or for subsequent uses of the MM application. In an alternative implementation, it may be required to send the registration information every time a call is established with the voice site.

After the registration information has been sent and processed by the MM-IVR **470** and/or the application server **425**, the smart phone **415** may receive additional data messages from the voice site (**704**). The smart phone **415** processes the data messages using the MM application, the text application, and/or other applications on the smart phone **415**. For example, the MM application may prompt the user of the smart phone **415** to send additional identifying information. This may happen after the MM application has displayed a greeting page and/or the MM-IVR **470** has sent audible greeting information associated with the voice site (e.g., as described with reference to FIG. **6**B), and then the MM application displays a keyboard and text input field on the display of the smart phone **415**, e.g., as described with reference to FIG. **6**C. In addition, as described with reference to FIG. **6**C, the MM-IVR **470** may audibly prompt the user to enter an email address associated with the user in the text input field that is displayed by the MM application. The email address may be used, for example, to locate a subscriber account for the user that is associated with the voice site. Information on the subscriber account may be stored by the call handling system **440** and may be accessible to the MM-IVR **470** and/or the application server **425**. The information entered by the user in the text input field is communicated by the MM application to the application server **425**, which forwards the information to the MM-IVRF **470** for processing, for example as described with reference to the transaction page **535** illustrated in FIG. **5**G.

If the data message is not a text message having a link for installing the MM application (**706**) and is not an MM instruction message for processing by the MM application (**710**), the message may be processed in accordance with a corresponding other application to communicate its contents to the user (**712**). For example, the message may be a second text message (e.g., SMS message) that provides other information to the user (e.g., an address of interest to the user) that may be processed by the text messaging application on the smart phone to enable the user to access the contents of the message.

On the other hand, if the message is a MM instruction message for processing by the MM application, then the smart phone **415** may determine whether the received MM instruction message is the first MM instruction message that has been received by the smart phone **415** for the MM application (**714**) for the current call. If the smart phone **415** determines that the received message is the not first MM instruction message that has been received for the current call, then the MM application is known to be currently running and consequently the smart phone **415** forwards the received message to the MM application. The message is then processed as an MM instruction by the MM application (**730**), for example as described with reference to FIGS. **6**B-**6**D.

If the smart phone **415** determines that the received message is the first MM instruction message that has been received for the MM application for the current call, the smart phone **415** checks whether the MM application is running (**716**). If the MM application is running, the smart phone **415** forwards the received message to the MM application. The message is then processed as an MM instruction by the MM application (**730**), for example as described with reference to FIGS. **6**B-**6**D.

If the MM application is not running, the smart phone **415** may display a notification pop-up on the display of the smart phone **415** asking the user to launch the MM application, e.g., as shown in the GUI **605** in FIG. **6**A. When the user receives the pop-up notification on the display of the smart phone **415**, the user has to decide whether to accept the MM message (**718**), i.e., whether to launch the MM application to accept the MM message. The user may decide not to launch the MM application, for example, by clicking the 'Cancel' button on the pop-up notification that is displayed on the display of the smart phone **415**, as shown in the GUI **605** of FIG. **6**A. Then the call that the user has placed to the voice site continues as an interactive voice-only call (**720**). In an alternative implementation, if the user opts not to launch the MM application, the call with the voice site is terminated by the voice site.

Alternatively, the user may decide to launch the MM application (**728**), for example, by clicking the 'View' button on the pop-up notification that is displayed on the display of the smart phone **415**, as shown in the GUI **605** of FIG. **6**A. Once the MM application is launched, the received message is processed as an MM instruction by the MM application (**730**), for example as described with reference to FIGS. **6**B-**6**D.

FIG. **8** is a flow chart illustrating an example of a process **800** that is executed by a call handling system when a user calls an enhanced voice site using a smart phone. The process **800** may be performed, for example, by the call handling system **440** when the user of the smart phone **415** calls and interacts with the voice site created by the content provider **405**, using the native telephony application **416** and/or the multimodal application **418**. Specifically, the process **800** may be performed by the MM-IVR **470** and the application server **425** as components of the call handling system **440**. Accordingly, the following describes the process **800** being performed by components of the communications system **400** that is described with reference to FIG. **4**. However, the process **800** also may be performed by other communications systems or system configurations.

The call handling system **440** may receive a call from a user telephone device that initiates a voice communications session (**802**) between the call handling system and the user telephone device. The call may be placed by the user of the smart phone **415** to a number associated with the voice site created by the content provider **405**. The call is received by the call handling system **440** because the call handling system **440** hosts the voice site created by the content provider **405**. The call may be received by the call reception **450** that is part of the MM-IVR **470** in the call handling system **440**.

Upon receiving the call from the user telephone device, the call handling system **440** identifies the voice site that the user is trying to reach based on the called number (**804**). As described with reference to FIG. **5**A, every voice site hosted by the call handling system **440** may have one or more phone numbers uniquely associated with the voice site. Therefore the call handling system **440** may analyze the received transmission of information from the user telephone device and determine the called number that the user telephone device is attempting to reach. Based on analyzing the called number, the call handling system **440** may be able to identify the particular voice site that the user is trying to connect to, e.g. the voice site created by the content provider **405**.

Once the voice site is identified, the call handling system **440** determines whether the voice site is an enhanced voice site (**806**). As described previously, an enhanced voice site is a voice site that is configured for multimodal interaction with callers to the voice site. The call handling system **440** may make the determination based on information that is stored at the call handling system **440** associated with the voice site. For example, when a content provider creates a voice site, based on the information provided by the content provider and/or the types of pages created by the content provider, the call handling system **440** may tag the created voice site as either a standard voice site or an enhanced voice site.

If the call handling system determines that the voice site is a standard voice site, then the call handling system **440** enables the interactive voice response (IVR) system to receive information from/provide information to the user via standard voice communications (**808**). The IVR may be, for example, the MM-IVR **470**, but handling standard calls without multimodal interaction. In an alternative implementation, the IVR handling standard calls via standard voice communications may be different than the MM-IVR **470** that is configured to handle calls to enhanced voice sites including multimodal interaction. In the discussion going forward, the IVR and the MM-IVR **470** will be taken to refer to the same entity and therefore the terms may be used interchangeably. Upon being enabled by the call handling system **440**, the IVR retrieves the pages associated with the called voice site (for example, by using the page retrieval module **468**) and executes VoiceXML scripts corresponding to the called voice site (for example, by using the page execution module **464**) as standard voice pages.

On the other hand, if the call handling system **440** determines that the called voice site is an enhanced voice site (e.g., the voice site described by FIGS. **5**A-**5**K created by the content provider **405**), then the call handling system **440**

determines whether the calling telephone device is a smart phone (**810**). This determination may be made, for example, by data sent with the transmission of information when the call from the telephone device is received by the call handling device **440**. The data may, for example, uniquely identify the phone. Using the phone identification, the call handling system **440** may look up in a database that provides information on whether the telephone is a standard telephonic device or a smart phone. The database may be part of the call handling system **440**, or it may be an external database provided by an independent entity different from the call handling system **440** and accessed by the call handling system **440**. In an alternative implementation, the data sent with the transmission of information when the call from the telephone device is received by the call handling device **440** may contain information sufficient to determine whether the telephone is a standard telephonic device or a smart phone.

If the call handling system **440** determines that the telephone is a standard telephonic device, then the call handling system **440** enables the interactive voice response (IVR) system to receive information from/provide information to the user via standard voice communications (**808**), as described previously. The IVR retrieves the pages associated with the called voice site and executes, for example, VoiceXML scripts corresponding to the called voice site as standard voice pages. The called voice site may be an enhanced voice site, but it may be configured to interact with a standard telephonic device using standard voice pages. For example, the enhanced voice site may include scripts corresponding to a subset of standard voice pages (e.g., message pages and question pages) that are processed during the caller's interaction with the voice site instead of the scripts corresponding to the multimodal action pages in response to the call handling system **440** determining that the telephone is a standard telephonic device rather than a smart phone. In this manner, the same enhanced voice site is able to provide service to both standard telephonic devices and smart phones.

On the other hand, if the call handling system **440** determines that the telephone is a smart phone, then the call handling system **440** proceeds to check whether the smart phone is registered (**812**), i.e., whether the smart phone has previously downloaded, installed and launched the MM application that is associated with the called voice site. The call handling system **440** may determine the registration status of the smart phone by performing a lookup of the information processed by the user registration module **448**. In addition or as an alternative to performing the lookup of the information processed by the user registration module **448**, the call handling system **440** may obtain the registration information of the smart phone from the application server **425** and/or the push notification service **420**.

If the call handling system **440** determines that the smart phone is registered, then the call handling system **440** configures the system for multimodal communications (**820**) between the MM application and the enhanced voice site that is being called, as is described below.

If the call handling system **440** determines that the smart phone is not registered, then the call handling system **440** asks the user, using the IVR via voice communications, to register (**814**). For example, the MM-IVR **470** may send an audible message to the smart phone over the established voice communications session that asks the user of the smart phone whether the user wants to download and install the MM application that will allow the user to engage with the voice site through multimodal interaction.

Upon receiving the message sent by the IVR asking the user to register, the user of the smart phone sends back a response. The user may send a back a voice response, saying "Yes" or "No", or the user may press a button on the smart phone dial pad to indicate the response, for example, by pressing "**1**" for "Yes" and "**2**" for "No." Based on receiving the response from the user, the IVR analyzes the received response and determines whether the user wants to register (**816**). The IVR may determine that the user does not want to register, for example, if the received transmission indicates that the user has either said "No" or pressed the "**2**" button on the dial pad of the smart phone. If the IVR determines that the user does not want to register, then IVR is enabled to receive information from/provide information to the user via standard voice communications (**808**), as described previously. The IVR retrieves the pages associated with the called voice site and executes VoiceXML scripts corresponding to the called voice site as standard voice pages. The called voice site may be an enhanced voice site, but it may be configured to interact with a standard telephonic device using standard voice pages.

Alternatively, the IVR may determine that the user wants to register, for example, if the received transmission indicates that the user has either said "Yes" or pressed the "**1**" button on the dial pad of the smart phone. The IVR then sends a text message to the smart phone with a link to download and install the MM application (**818**). In addition to sending the text message, the IVR may send a voice transmission to the smart phone that informs the user via audible information that the user is going to receive the text message that will contain a link to a network location from where the user can download and install the MM application associated with the voice site the user has called.

After the user downloads and installs the MM application associated with the voice site, the user launches the MM application. When the MM application (e.g. multimodal application **418**) is launched, a data communications session may be established between the MM application running on the smart phone and the application server **425** over the data network **410**.

The MM application, when launched for the first time, may automatically communicate with the push notification service **420** to obtain a unique token from the push notification service **420** that identifies the smart phone **415**. The MM application also may display a form on the display of the smart phone **415** and prompt the user to enter the caller id associated with the smart phone **415** on the form that is displayed using the MM application. The caller id entered by the user on the form and the unique token obtained from the push notification service **420** are sent by the MM application to the application server **425** to register the smart phone **415**. The application server **425** may store the registration information for the smart phone **415** in the application server **425** (**819**), e.g., in the data store **427**. In addition or as an alternative to the application server **425** storing the registration information, the application server **425** may send the registration information to the MM-IVR **470**, which forwards the information to the user registration module **448** so that the smart phone is registered with the MM-IVR **470** as using the MM application associated with the voice site being called.

In an alternative implementation, the MM application, when launched for the first time, may automatically send information to the application server **425** that uniquely identifies the smart phone and/or the MM application associated with the voice site that is being called. The application server **425** may create a registration token for the smart

phone and store it in the application server **425** (**819**), e.g., in the data store **427**. In another alternative implementation, the MM application may automatically send information to the push notification service **420** that uniquely identifies the smart phone and/or the MM application associated with the voice site that is being called. The push notification service **420** may create a registration token for the smart phone and store it locally. In addition or as an alternative to storing it locally, the push notification service **420** may forward the registration token to the application server **425**, which in turn may forward the token to the MM-IVR **470**.

Once the data communications session is established between the MM application running on the smart phone and the application server **425**, the call handling system **440** configures the system for multimodal communications (**820**) between the MM application and the enhanced voice site that is being called. As described previously with reference to FIG. **1**, the call handling system **440** allocates shared memory for interaction with the smart phone (**820***a*) and enables the application server **425** and the MM-IVR **470** to read from/write to the shared memory (**820***b*). Use of the shared memory ensures that both the MM-IVR **470** and the application server **425** have a consistent view of the multimodal session that is ongoing between the smart phone and the enhanced voice site.

Once the call handling system **440** is configured to facilitate the multimodal interaction between the smart phone and the enhanced voice site, the MM-IVR **470** instructs the application server **425** to send MM instructions from the application server **425** to the MM application running on the smart phone and to listen for page commands (**824**). For example, the application server **425** may push the welcome splash image **610***a* to the multimodal application **418** running on the smart phone **415** that is described with reference to FIG. **6**B.

The application server **425** and/or the MM-IVR **470** also may receive identifying information associated with the user account from the MM application (**826**) running on the smart phone. For example, as described with reference to FIG. **6**C, the user of the smart phone **415** may type in an email address associated with the subscription account maintained by the user with the Cable Wireless Corp. whose customer service voice site is called by the multimodal application **418**. In an alternative implementation, such identifying information is not required and therefore the application server **425** and/or the MM-IVR **470** does receive identifying information associated with the user account from the MM application.

Subsequently the enhanced voice site may interact with the smart phone using the application server **425** and the IVR (**828**). The MM-IVR **470** retrieves the pages associated with the voice site (for example, by using the page retrieval module **468**) and executes scripts based on processing voice pages and logic pages (**828***a*), and interacts with the user of the smart phone using audio/voice information (**828***d*) through the native telephony application on the smart phone, as described previously with reference to FIGS. **5**A-**5**K. Based on instructions received from the MM-IVR **470**, application server **425** executes multimodal action pages and transaction pages (**828***b*) and exchanges text, images and/or video with the smart phone (**828***c*) using the MM application running on the smart phone.

When the call handling system **440** receives a signal from the smart phone, the call handling system **440** checks if the signal is to terminate the call (**830**). If the signal is meant for other data transmission, for example further multimodal interaction, then the call handling system **440** determines that the call is not to be terminated and therefore continues interaction with the smart phone using the application server **425** and the MM-IVR **470** (**828**).

However, the signal from the smart phone may indicate that the call is to be terminated, for example, when the smart phone closes the native telephony application and/or closes the MM application. If the call handling system **440** determines that the call is to be terminated, then the call handling system **440** sends instructions to the application server **425** to terminate the data communications session and sends instructions to the IVR to terminate the voice communications session (**832**). Based on the instructions received form the call handling system **440**, the data communications session between the MM application and the applications server **425** is closed, and/or the voice communications session between the native telephony application on the smart phone and the MM-IVR **470** is closed. In an alternative implementation, the data and voice communications sessions are automatically terminated when the user of the smart phone terminates the call, e.g., by hanging up, and therefore the call handling system **440** does not have to send additional instructions to the application server **425** or the MM-IVR **470**.

FIG. **9** is flowchart illustrating an example of a process **900** for enabling a user of a smart phone to communicate information to a call center or to an interactive voice response system. The process **900** may be performed, for example, by the call handling system **440** when the user of the smart phone **415** calls and interacts with an enhanced voice site that is hosted by the call handling system **440**, using the native telephony application **416** and/or the multimodal application **418**. Specifically, the process **900** may be performed by the MM-IVR **470** and/or the call center **480**, and the application server **425** as components of the call handling system **440**. The voice site may be the voice site created by the content provider **405**, or it may be a different voice site that is hosted by the call handling system **440**. Accordingly, the following describes the process **900** being performed by components of the communications system **400** that is described with reference to FIG. **4**. However, the process **900** also may be performed by other communications systems or system configurations.

The user of the smart phone **415** is able to interact with the phone to indicate a desire to request a service from a service provider (**905**). The service provider in this context is different from the provider of the voice site hosting service that provides the call handling system **440**. The service provider may be, for example, a company that has created a voice site using the call handling system **440** that is hosted by the call handling system **440**. The user may indicate a desire to request a service from the service provider by selecting a graphically displayed icon on a graphical user interface (GUI) of the smart phone **415** to thereby invoke an MM application stored in the smart phone **415** with which the user can interact to initiate a service request. The service may be, for example, a request to purchase a particular product or service offered by or made available through the service provider.

In response to the indication, the smart phone **415**, through execution of the MM application, visually presents to the user a single-field or a multi-field form to fill out (**910**). A single-field form is a form that includes a single data field in which the user is prompted to provide data (i.e., a field in the form that the user is instructed to fill in or otherwise complete by providing input). A multi-field form is a form that includes multiple such data fields A form may be, for example, a textual form having one or more blank

spaces indicative of the data fields that are available to be filled in with data provided by the user of the smart phone **415**. The user is able to fill out the form by providing text, audio, image, and/or video input into the smart phone **415** and initiate the submission of a service request by the smart phone **415** to an application server **425** across a data network **410** (**915**). For example, after providing the form data, the user may initiate submission of the service request by depressing a button on the smart phone **415** or by selecting a graphical element displayed by the GUI of the MM application on the smart phone **415**.

A data communications session is setup between the smart phone **415** and the application server **425** in response to the service request (**920**), and at least some of the form information provided by the user is communicated to the application server **425** during the data communications session (**925**). Optionally, the smart phone **415**, under the direction of the MM application, may provide additional caller information that is stored locally on the smart phone **415** but that is not otherwise specifically provided by the user in connection with the specific service request to be submitted by the smart phone **415**. Such additional information may include, for example, a phone number of the smart phone, a profile of the user that includes the interests and/or demographics of the user, calendar information of the user, address book information of the user, information about the applications resident on the smart phone, and an identification number or model number of the smart phone. A user of the smart phone **415** may, for example, have previously set privacy preferences stored on the smart phone **415** indicating that such information may be accessed by some or all of the applications on the smart phone **415** for processing service requests or for other purposes.

The application server **425** provides a phone number of the smart phone **415** to a call handling system **440**. The call handling system **440** may include an MM-IVR **470** and/or a call center **480**. The call handling system **440** requests that the call center **480** and/or the MM-IVR **470** initiates an outbound call to the phone number to provide service to the user of the smart phone **415** (**930**). In other implementations, the application server **425** provides a phone number of another phone designated by or for the user as the phone over which the user desires to receive service. The other phone number may, for example, be provided by the user as input into one of the multiple fields of the form and communicated to the application server as part of the form information provided by the smart phone **415**. The application server **425** may, for example, provide the phone number of the smart phone **415** or other phone number to the call center **480** or MM-IVR **470** over the data network **410**.

The call center **480** or MM-IVR **470** initiates an outbound call to the phone number of the smart phone **415** (or other designated phone number) across a voice network **430** (**935**) and, upon the user answering the call (**940**), a voice communications session is setup between the call center **480** or MM-IVR **470** and the smart phone **415** (**945**). In some implementations, the application server **425** provides the form information and, optionally, the other caller information received from the smart phone **415** to the call center **480** or MM-IVR **470** prior to the outbound call being made to enable identification of the right-skilled agent or the correct IVR script (or voice site) to be used for the outbound call that best serves the user's service needs. If the user does not answer the call (**940**), the call center **480** or the MM-IVR **470** communicates this to the application server **425** (**955**) and, in some implementations, the application server **425** may terminate the data communications session with the smart phone **415** (**960**).

The application server **425** enables the MM-IVR **470** or call center **480** to access at least some of the form information and, optionally, other caller information received from the smart phone **415** prior to, upon, or subsequent to the user answering the call (**950**). For example, if the outbound call is made by an agent at the call center **480**, at least some of the form information and/or optional other caller information may be provided to the agent as a screen pop prior to, upon, or subsequent to the user answering the outbound call. The form information and optional other caller information may enable the agent to better serve the user's needs by providing context information for the phone call/service request. The application server **425** may, for example, provide the form information and/or other optional caller information to the call center **480** or MM-IVR **470** over the data network **410**.

If the MM-IVR **470** or the call center **480** is very busy, the outbound call request may be placed in a queue until a telephone line of the MM-IVR **470** or an appropriate agent at the call center **450** becomes available. In some implementations, the call center **480** or MM-IVR **470** may provide the application server **425** information indicating that the outbound call request has been placed in a queue and may additionally provide an estimate of the wait time before the outbound call will be made. The application server **425** may communicate this information to the smart phone **415**, which, under the direction of the MM application, may display the information to the user during the previously established data communications session. The smart phone **415**, under the direction of the MM application, may prompt the user to indicate whether he or she wishes to wait to receive the outbound call. If the user indicates that he or she does not wish to wait for the outbound call, the smart phone **415** may communicate this to the application server **425** and the application server **425** may request that the MM-IVR **470** or call center **480** remove the outbound call request from the queue. In some implementations, the application server **425** also may terminate the data session with the smart phone **415** in response to the user indicating that he or she does not wish to wait to receive service via the outbound call.

In some implementations, upon a voice communications session being setup between the user of the smart phone **415** and the MM-IVR **470** or call center **480**, the application server **425** may terminate the data communications session with the smart phone **415**. In other implementations, the data communications session between the application server **425** and the smart phone **415** may persist simultaneously with the voice communications session between the smart phone **415** and the MM-IVR **470** or call center **480**.

In implementations in which the data communications session and the voice communications session concurrently persist, the user may be presented with additional single-field or multi-field forms to be filled out by the user via the smart phone **415** in real-time while the user interacts with the MM-IVR **470** or the agent at the call center **480**. The delivery of the additional forms may be triggered by the MM-IVR **470** or by the agent at the call center **480** based on interactions with the user during the voice communications session. For example, the MM-IVR **470** may process scripts for a voice site that includes a multimodal action page having a "PushForm" action parameter with a value parameter that indicates a name for a file that stores the form to be pushed to the smart phone **415**. As the user interacts with the

scripts corresponding to the various pages of the voice site (including, for example, voice message pages and voice question pages), the user interaction may lead to the MM-IVR **470** processing a multimodal action page that sends an MM instruction to the MM application that includes the action parameter "PushForm" and the value parameter "Form AB" corresponding to a file that stores a form having the name "AB." In some implementations, the MM-IVR **470** may use multiple multimodal action pages to push a form to a user and to then receive corresponding form information from the user.

Upon the delivery of an additional form being triggered by the MM-IVR **470** or by the call center agent, a signal is communicated from the MM-IVR **470** or call center **480** to the application server **425** over, for example, the data network **410**. In response to the signal, the application server **425** may communicate an MM instruction to enable the smart phone **415** to access and download the appropriate single-field or multi-field form over, for example, the data network **410** during the data communications session. The smart phone **415** may then present the appropriate form to the user for entry of additional form information. After entry of the additional form information by the user, the smart phone **415** may provide all or some of the additional form information to the application server **425** that, in turn, may provide to or otherwise enable access to the additional form information to the MM-IVR **470** or the call center **480** (or agent) in real-time during the call. In this manner, the user is able to provide information to the MM-IVR **470** or the agent at the call center **480** both via speaking to the MM-IVR **470** or to the agent and by providing form input (e.g., text, audio, image, and video input) through interactions with the smart phone **415** in real-time during the call with the MM-IVR **470** or the agent.

While the above-described processes and systems involve an MM-IVR **470** or a call center **480** making an outbound call to the recipient, other implementations may differ. For example, in some implementations, rather than the MM-IVR **470** or call center **480** placing an outbound call, the smart phone **415**, under the direction of the MM application, instead initiates a call to the MM-IVR **470** or to the call center **480** prior to, concurrently with, or subsequent to establishing the data communications session with the application server **425** and submitting the form information to the application server **425**. In these implementations, the application server **425** may provide the MM-IVR **470** or the call center **480** with the form information during the voice communications session setup between the smart phone **415** and the MM-IVR **470** or the call center **480**. For example, the application server **425** may provide the form information upon receiving a signal from the MM-IVR **470** or from the call center **480** requesting the information or, additionally or alternatively, upon being requested to do so by the smart phone **415**. If the MM-IVR **470** or the call center **480** is busy, the call placed by the user may be placed in the inbound call queue and the MM-IVR **470** or the call center **480** may provide an estimated wait time to the user of the smart phone **415** directly or via the application server **425** as discussed previously. As before, the user of the smart phone **415** can then choose to wait or not wait to be connected to an agent of the call center **480** or to the MM-IVR **470**.

The above-described techniques for enabling a user to push information to a call center and/or to an IVR may offer various benefits. In particular, if the user of the smart phone is interacting with an IVR, the described techniques may allow the number of data gathering operations that are needed in the IVR to be streamlined to only include those that are best suited for voice interaction (e.g., voice biometrics, yes/no questions). Any data that is ill-suited to being gathered through voice interaction can be provided to the IVR via the user of the smart phone filling out form information that is then communicated to the IVR via the application server in real-time. Additionally, in this manner, the IVR may be able to receive input that today is impossible to receive (e.g., e-mail addresses) or input that requires interactions that challenge Voice User Interface (VUI) usability (e.g., full name capture and address capture).

If the user of the smart phone is interacting with an agent at a call center, the above-described techniques also may offer various benefits. Specifically and as stated previously, the outbound call made to the smart phone may be made by the right-skilled agent (e.g., the agent that speaks the language of the user of the smart phone or that is knowledgeable about the product or service type being requested by the user of the smart phone) or, in other implementations, the call made by the smart phone to the call center can be routed to the right-skilled agent. Moreover, as described above, the call center can provide more contextualized handling of the calls by providing the agent with some or all of the collected form information or other information received from the smart phone upon the agent receiving or making the call. The form information or other information can specify the nature of the call and/or personal information (such as name, e-mail address) of the caller/call recipient.

While the above-described processes and systems involve an MM-IVR **470** or a call center **480**, other implementations may differ. For example, in some implementations, the user of the smart phone **415** fills out a single-field or a multi-field form prior to initiating a call with a call recipient that is neither an IVR nor an agent at a call center, but rather is simply a user of another smart phone. The application server **425** provides the form information to the smart phone of the call recipient by establishing a data communications session with the smart phone of the call recipient. The information may be provided prior to, upon, or subsequent to a voice communications session being established between the two smart phones. As before, the application server **425** may or may not terminate the data communications sessions with the smart phones upon the voice communications session being established between the two smart phones. If the application server **425** does not terminate the data communications sessions, the application server **425** may again enable the users of the smart phones to fill-in and provide to each other form data in real-time while the users remain conversing with each other in the voice communications session.

FIG. **10**A is a block diagram of a communications system **1000** that provides optimized dynamic speech resource allocation for voice interactions. From a content provider's perspective, the determination of a particular speech resource for a particular voice interaction is preferably based on a balance between minimizing the transaction cost to the content provider of using the speech resource and optimizing the user's experience when interacting with the voice site by ensuring that the speech resource is up to the task of supporting a smooth interaction with the user. From a service provider's perspective, the selection of particular speech resources is preferably transparent to the content provider, as the service provider may wish to have the flexibility of upgrading, removing, or replacing certain speech resources without affecting the operation of a voice site as designed by the content provider. A system, like that described in more detail below, may determine the data processing needs for a given voice application from a

content provider and may automatically select the lowest cost speech resources able to handle those data processing needs. In doing so, the system decreases the speech resource costs associated with the voice site while not compromising a user's experience while interacting with the voice site. The communications system **1000** may be implemented in part using, for example, components in the communications system **100** as illustrated in FIG. **1**.

As mentioned previously, a voice site may be hosted by a third party service provider that facilitates the creation and hosting of voice sites on servers owned and operated by the service provider. The service provider may provide a service/method that enables the design, development, and hosting of voice applications that run a thin client on the intelligent mobile telephone that interacts with a fully hosted, on-demand voice solution platform/call handling system maintained and managed by the service provider. A content provider may use the service to design voice applications, such as, for example, a voice application that provides customer service for a particular product or service (e.g., technical support service and/or sales service to enable the customer to purchase the product or service). The content provider configures the voice site that is to be used for the particular product or service and provides the logic for the voice site that is to be executed by the IVR system. A voice interaction is an interaction flow between the user of the intelligent mobile telephone and the voice site using voice as the communication means. For an enhanced voice site, the voice interaction may be supplemented by communications other than voice that occur in parallel or sequentially with the voice communications as noted previously. Notably, system **1000** may be used to provide optimized dynamic speech resource allocation for both voice sites and enhanced voice sites. The term "voice site," as used in the following description, should be understood to cover both enhanced and non-enhanced voice sites.

Depending on the voice application, each voice site may have different static data processing requirements. Here, data may be audio, video, text, or any other information being exchanged between the IVR system and the user. For example, the data processing requirements for a pizza ordering application may be more complex than the data processing requirements for a customer satisfaction surveying application because of the greater need for more sophisticated natural language processing in the former than the latter. As another example, the data processing requirements within a flow of a voice application may change at different states of the flow. For example, at the topping-ordering state of the pizza ordering application, a robust but more expensive ASR engine may be required to process the spoken input from the user. However, at the payment state of the same pizza ordering application, a more cost-effective ASR engine that is optimized to take credit card numbers may be sufficient to process the spoken input from the user. Moreover, there may be additional dynamic data processing requirements raised during a voice interaction due to changes in the calling environment. For example, the IVR system may detect that the ambient noise level around the caller has changed during the voice interaction. To satisfy the static and dynamic data processing requirements, the service provider may have access to various types of speech resources that can be customized to enable the IVR system to optimally process data received from the user.

A speech resource may be developed by the service provider, or may be purchased by the service provider from an external resource provider. Speech resources may include ASR engines, TTS engines, and a noise reduction engine. Each speech resource may have its associated functionalities, properties, and cost. For example, an ASR engine may be optimized to process natural language or to process simple grammar (e.g., numbers), where the cost associated with an ASR that is optimized to process natural language may be higher due to processing complexity.

As noted previously, from a content provider's perspective, the determination of a particular speech resource for a particular voice interaction is preferably based on a balance between minimizing the transaction cost to the content provider and optimizing the user's experience with the voice interaction. From a service provider's perspective, the selection of particular speech resources preferably occurs without that selection being visible or readily visible to the content provider to thereby enable the service provider to upgrade, remove, or replace certain speech resources without negatively impacting the operation of voice sites previously designed and setup for content providers. Accordingly, a communications system that can integrate the service provider's available speech resources, and identify, from among the available speech resources, those speech resources that are optimal for a voice interaction based on its static and/or dynamic data processing requirements may enable a content provider and/or service provider to enjoy a decrease in costs associated with their corresponding voice site without compromising the quality of the user experience with the voice site.

The communications system **1000** is an example implementation of a system that supports optimized dynamic speech resource allocation for voice interactions. The communications system **1000** includes an intelligent mobile telephone **1010**, a telephone network **1020**, a data network **1030**, an application server **1040**, a call handling system **1050**, a data store **1060**, and a voice site builder **1080**. The telephone **1010**, the telephone network **1020**, the data network **1030**, the application server **1040**, the call handling system **1050** and the data store **1060** are implementation examples of the telephone **110**, the telephone network **120**, the data network **130**, the application server **140**, the call handling system **150** and the data store **160** of FIG. **1**, respectively.

In general, the intelligent mobile telephone **1010** is configured to place and receive calls across the telephone network **1020** and to establish data communications sessions with servers, such as the application server **1040**, across the data network **1030** for transmitting and receiving data. The intelligent mobile telephone **1010** may be a cellular phone or a mobile personal digital assistant (PDA) with embedded cellular phone technology. The intelligent mobile telephone **1010** may be a computer that includes one or more software or hardware applications for performing communications between the intelligent mobile telephone **1010** and servers across the data network **1030**. The intelligent mobile telephone **1010** may have various input/output devices with which a user may interact to provide and receive audio, text, video, and other forms of data. For example, the intelligent mobile telephone **1010** may include a screen on which may be displayed form data and with which the user may interact using a pointer mechanism to provide input to single-field or multi-field forms.

The telephone network **1020** may include a circuit-switched voice network, a packet-switched data network, or any other network able to carry voice data. The data network **1030** is configured to enable direct or indirect communications between the intelligent mobile telephone **1010**, the application server **1040**, and the call handling system **1050**. In some implementations, the data network **1030** and the

telephone network **1020** may be implemented by a single or otherwise integrated communications network configured to enable voice communications between the intelligent mobile telephone **1010** and the call handling system **1050**, and to enable communications between the intelligent mobile telephone **1010**, the application server **1040**, and the call handling system **1050**.

The application server **1040** is configured to establish a data communications session with the intelligent mobile telephone **1010** and to receive and send data to the intelligent mobile telephone **1010** across the data network **1030**. The application server **1040** also is configured to communicate with the call handling system **1050** to send data received from the intelligent mobile telephone **1010** to the IVR **1052**. The application server **1040** may also send other application-related data that did not originate from the intelligent mobile telephone **1010** to the IVR **1052** or, more generally, to the call handling system **1050**. The application server **1040** may also be configured to communicate with the data store **1060** to read and/or write user interaction data (e.g., state variables for a data communications session) in a shared memory space as described previously with respect to application server **140** and data store **160** shown in FIG. **1**. The application server **1040** may be one or more computer systems that operate separately or in concert under the direction of one or more software programs to perform the above-noted functions. In some implementations, the application server **1040** and the call handling system **1050** are a single integrated computer system.

The data store **1060** is configured to store user interaction data of voice interactions. In some implementations, the data store **1060** may store interaction data associated with a particular user. For example, the interaction data may include the gender and other voice characteristics of the caller, the choices made by the caller during each state of the voice interaction, and the speech resources utilized during each state of the voice interaction. In some implementations, the data store **1060** may store aggregated interaction data associated with a particular voice site or voice application. For example, the aggregated interaction data may include data specifying a breakdown of genders among all callers that accessed the particular voice site. In some implementations, a user may opt-out such that her usage data is then not stored in the data store **1060**. In some implementations, a user may opt-in to have her usage data be stored in the data store **1060**.

The voice site builder **1080** is configured to provide application development tools to third party content providers for creating voice sites. The voice site builder **1080** may be implemented, for example, as a special-purpose or a general-purpose computer configured to access instructions included in one or more programming modules that are stored on a computer-readable storage medium. The instructions, when executed by the computer, enable the computer to communicate with a content provider computing device to enable the content provider computing device to provide a user interface with which a user of the content provider computing device may interact to create a voice site using the application development tools. In one implementation, the content provider computer is a desktop computer that uses a browser program (e.g., a Web browser) to access the voice site builder **1080** across the data network **1030** (e.g., the Internet).

In some implementations, the voice site builder **1080** resides in a server (e.g., a Web server) separate from but in communication with the call handling system **1050**. In other implementations, the voice site builder **1080** is integrated into the call handling system **1050**. In yet other implementations, the voice site builder **1080** is entirely contained within the content provider computing device, which periodically communicates data that defines the developed voice site to the call handling system **1050** for approval and implementation.

Example application development tools provided by the voice site builder **1080** are illustrated in FIGS. **5**A-**5**N, which were described previously, and in FIGS. **12**A-**12**C, which are described below. In some implementations, a content provider may use the voice site builder **1080** to configure data processing requirements associated with a voice page, and the configured data processing requirements may be stored in a configuration database **1082**.

In general, the call handling system **1050** may include an interactive voice response (IVR) system **1052**, an optimized dynamic speech allocation (ODSA) engine **1070**, a configuration database **1082**, and speech resources, which include ARS engines **1072**, TTS engines **1074**, and a noise reduction engine **1076**. In some implementations, the call handling system **1050** may additionally or alternatively include other resources that can be used to process other modes of information, such as video and text. As used in this specification, an "engine" (or "software engine") refers to a software implemented input/output system that provides an output that is different from the input. An engine can be an encoded block of functionality, such as a library, a platform, a Software Development Kit ("SDK"), or an object.

The IVR **1052** may include a voice gateway coupled to a voice application system via a data network. Alternatively, the voice gateway may be local to the voice application system and connected directly to the voice application system. The voice gateway is a gateway that receives user calls from or places calls to voice communications devices, such as the intelligent mobile telephone **1010**, and responds to the calls in accordance with a voice interaction. The voice interaction may be accessed from local memory within the voice gateway or from the application system. In some implementations, the voice gateway processes voice interactions that are script-based voice applications. The voice interaction, therefore, may be a script written in a scripting language such as, for example, voice extensible markup language (VoiceXML) or speech application language tags (SALT). The voice application system includes a voice application server and all computer systems that interface and provide data to the voice application server. The voice application system sends voice application programs or scripts to the voice gateway for processing and receives, in return, user responses. The user responses are analyzed by the voice application system and new programs or scripts that correspond to the user responses may then be sent to the voice gateway for processing. The voice application system may determine which programs or scripts to provide to the voice gateway based on some or all of the information received from the intelligent mobile telephone **1010** via the application server **1040**. The IVR **1052** also is configured to communicate with the data store **1060** to read and/or write user interaction data (e.g., state variables for a data communications session) in a shared memory space as described previously.

The optimized dynamic speech allocation (ODSA) engine **1070** is one or more computing devices configured to select a speech resource for the IVR system **1052** based on a set of static and/or dynamic data processing requirements associated with a voice interaction, and a set of engine attributes associated with speech resources. In general, in response to a request from the IVR system **1052**, the ODSA engine **1070**

determines and provides to the IVR system **1052** one or more port identifiers for identifying speech resources. A port is a data communication channel that the IVR system **1052** may subsequently use to connect to and communicate with the identified speech resource to process voice data. In some implementations, port identifiers are stored in the configuration database **1082**.

The call handling system **1050** may include multiple speech resources for processing voice data. The speech resources may include, for example, ASR engines **1072**. ASR engines **1072** are one or more engines that are running software and/or hardware applications for performing automatic speech recognition (e.g., ISPEECH™, GOOGLE™, and NVOQ™). When executing voice interactions, the IVR system **1052** may access any one of the ASR engines **1072** through a port identified by the ODSA engine **1070**.

Additionally or alternatively, the speech resources may include TTS engines **1074**. TTS engines **1074** are one or more engines that are running software and hardware applications for performing text-to-speech conversions (e.g., ISPEECH™). When executing voice interactions, the IVR system **1052** may access any one of the TTS engines **1074** through a port identified by the ODSA engine **1070**.

Additionally or alternatively, the speech resources may include a noise reduction engine **1076**. The noise reduction engine **1076** is configured to increase voice recognition accuracy by reducing background noise associated with the calling environment of a user. When executing voice interactions, the IVR system **1052** may access the noise reduction engine **1076** through a port identified by the ODSA engine **1070**.

FIG. **10**B is a block diagram of a communications system **1000** that illustrates more specifically different types of speech resources that may be available in the call handling system **1050**. Here, FIG. **10**B illustrates an example where four ASR engines (ASR engine A **1072***a*, ASR engine B **1072***b*, ASR engine C **1072***c*, and ASR engine D **1072***d*) are available in the call handling system **1050**. In other implementations, fewer or more ASR engines may be implemented in the call handling system **1050**. In other implementations, other types of resources for processing speech, text, video, or other data may be additionally or alternatively implemented in the call handling system **1050**. In general, each ASR engine includes a set of engine attributes **1090**. The ODSA engine **1070** determines an optimal ASR engine in response to a request by the IVR system **1052** based on one or more sets of engine attributes **1090** and the data processing requirements received from the IVR system **1052** and/or from the configuration database **1082**.

In particular, the ODSA engine **1070** may select an optimal ASR engine by comparing the one or more sets of engine attributes **1090** to the static data processing requirements received from the configuration database **1082** and/or from the IVR system **1052**, and/or by comparing the one or more sets of engine attributes **1090** to the dynamic data processing requirements received from the IVR system **1052**. The ODSA engine **1070** provides the IVR system **1052** with one or more port identifiers that can be used to connect to the identified ASR engine, and the IVR system **1052** may subsequently communicate with the identified ASR engine **1072***a*, **1072***b*, **1072***c*, or **1072***d* via the one or more ports using the port identifiers to process voice data.

In some implementations, the engine attributes **1090** of an ASR engine may include one or more speech types. A speech type may indicate the complexity of user speech that an ASR engine may recognize and process. Examples of speech types include, but are not limited to, basic ASR, dictation, and natural language. In some implementations, an ASR engine having an attribute of a basic ASR speech type may be configured to recognize a sentence within a known context. For example, the IVR system **1052** has asked a user a question, and the context of voice interaction with the user is constrained by the question. In some implementations, an ASR engine having an attribute of a dictation speech type may be configured to render a user's speech into text automatically and without engaging in a spoken language exchange between the user and a voice application. In some implementations, an ASR engine having an attribute of a natural language type may be configured to allow a user to proactively provide voice data in a voice application without the IVR system **1052** prompting the user to do so. For example, a pizza ordering application may allow the user to specify desired toppings before the IVR system **1052** asks the user for such input.

In some implementations, the engine attributes **1090** of an ASR engine may include one or more support languages. A support language may indicate a specific language that an ASR engine may be configured to recognize. Examples of a support language include, but are not limited to, English, Spanish, French, and other foreign languages.

In some implementations, the engine attributes **1090** of an ASR engine may include one or more channel types. A channel type may indicate whether an ASR engine is configured to support speech recognition only, or an ASR engine is configured to support speech recognition assisted by information provided by the user using other modes (e.g., text). For example, the voice recognition accuracy may improve if an ASR engine can process text information provided by the user, which may provide additional context for recognizing the voice data. For instance, a user may be asked during a voice interaction to provide a ticket ID that is an alphanumeric string (e.g., "72HB8C2"). In such instances, depending on the numbers and characters allowed, speech responses may have a high level of misrecognition (e.g., the "H" may be mistaken for an "8", the "8" for "H", or the "C" for the "Z"). In such instances, the user may be asked to enter their ticket ID by responding to an SMS that was sent to them during the call. The user may respond by typing that ID and the IVR/Voice interaction may proceed on from that point.

In some implementations, the engine attributes **1090** of an ASR engine may include a cost per transaction. In general, a service provider may charge a content provider based on the speech resources used by the IVR system **1052** during a voice interaction with a user. For example, the cost may be associated with the complexity of the required voice data. For instance, a high premium may be charged for voice interactions requiring large grammars (e.g., City and State), or complex grammars (e.g., full physical addresses), or Natural language grammars (e.g., the ability of the user to express themselves without any unnatural constraints in how them may express themselves, for the purpose of describing a type of problem). A lesser premium may be placed on interactions that require moderately sophisticated but very well behaved grammars (e.g., dates, currency, credit card numbers), and then an even lesser premium for simple grammars (e.g., phone numbers, digit sequences), with the least complex being a small set of keywords or phrases (e.g., "What is your favorite color?"). As another example, the cost may be associated with additional functionality provided by a speech resource (e.g., an ASR engine that provides an optional biometrics feature may result in a higher cost when the optional biometrics feature is enabled). As another example, the cost may be associated with an

arrangement between the service provider and external developers of the speech resources (e.g., a service provider may pay an external developer each time an IVR system is connected to an ASR engine, or the service provider may pay the external developer a flat fee each year.)

In some implementations, the engine attributes **1090** of an ASR engine may include recognition accuracy of the ASR engine. An ASR engine with a higher recognition accuracy attribute provides greater accuracy in recognizing the content of spoken input than an ASR engine with a lower recognition accuracy attribute. In general, an ASR engine produces a confidence level or score after processing voice data that reflects the likelihood that the content identified by the ASR engine as corresponding to the voice data in fact does correspond to the voice data. In some implementations, the ASR engine may determine that there are multiple possible interpretations for the received voice data, and the ASR engine may assign a separate score to each of the possible interpretations to reflect the differing respective likelihoods that each corresponding interpretation correctly identifies the content of the spoken input. In some implementations, an ASR's recognition accuracy attribute or attributes is specific to speech type such that the ASR has a different recognition accuracy attribute for each of one or more different speech types. In some implementations, an ASR having a higher recognition accuracy attribute may indicate that the ASR engine is better able to accurately analyze voice data in the presence of more background noise than an ASR having a lower recognition accuracy attribute.

In some implementations, the engine attributes **1090** of an ASR engine may include additional security features supported by the ASR engine. For example, an ASR engine may be configured to support biometrics features, which allow the ASR engine to securely verify the identity of a caller by analyzing voice characteristics of the caller.

In some implementations, the engine attributes **1090** of an ASR engine may include interaction types. An interaction type may indicate what type of voice interaction an ASR engine is configured to process. Examples of interaction types include, but are not limited to, directed dialog and mixed initiative. In some implementations, an ASR engine having an attribute of directed dialog interaction type may be configured to require that the IVR system **1052** exchange voice information with the user using a step-by-step, question-and-answer type of voice interaction. In some implementations, an ASR engine having an attribute of mixed initiative interaction type may be configured to allow a user to initiate a conversation using natural language before the IVR system **1052** prompts a specific question to the user.

In some implementations, the engine attributes **1090** of an ASR engine may include other features supported by the ASR engine. For example, an ASR engine may be configured to support a feature that is specifically designed to process voice information having characteristics of a high pitch. As another example, an ASR engine may be configured to support a built-in feature for background noise reduction.

Each of the ASR engines **1072***a*, **1072***b*, **1072***c*, and **1072***d* may have its own set of engine attributes. In some implementations, an ASR engine may have customized engine attributes because the ASR engine is developed by a different external ASR engine developer. In some implementations, the engine attributes of each of the ASR engines **1072** may be stored at the configuration database **1082**. In some other implementations, the engine attributes of each of the ASR engines **1072** may be stored at the ODSA engine **1070**.

FIG. **11**A illustrates a flow chart illustrating an example process **1100** that determines and allocates speech resources based on a static configuration of the voice interaction, dynamic interaction data, and engine attributes of the speech resources. In general, the process **1100** analyzes static configuration data and, optionally, dynamic interaction data to identify an optimal speech resource for the IVR system, and then enables the IVR system to access the identified speech resource. The process **1100** is described as being performed by a computer system comprising one or more computers, for example, the communications system **1000** shown in FIG. **10**A. While process **1100** takes into account a static configuration of the voice interaction and, optionally, dynamic interaction data to select an optimal speech resource, other implementations may only take into account dynamic interaction data without taking into account the static configuration data in selecting an optimal speech resource.

A user initiates a voice communications session with the IVR system **1052** (**1105**). In some implementations, the user may dial a telephone number via the telephone network **1020** that is subsequently routed to the IVR system **1052** handling the corresponding voice site. In some other implementations, the user may initiate a voice application on her intelligent mobile telephone **1010**, and the voice application may connect to the IVR system **1052** via the data network **1030**. In some other implementations, the user may initiate a multimodal application on her intelligent mobile telephone **1010**, and the multimodal application may connect to the IVR system **1052** and the application server **1040** via the data network **1030**.

The IVR system **1052** receives voice data and, optionally, dynamic interaction data from the user of the intelligent mobile telephone **1010** (**1107**). In some implementations, the voice data may be received as the user's response to a question prompted by the IVR system **1052**. In some other implementations, the user may speak the voice data without being prompted by the IVR system **1052**. The dynamic interaction data includes data that represents characteristics associated with the user and her calling environment during the user's interaction with the IVR system **1052**. For example, the dynamic interaction data may include the ambient noise level around the user during the call. As another example, the dynamic interaction data may include the location of the intelligent mobile telephone **1010**. As another example, the dynamic interaction data may include voice characteristics of the user (e.g., gender, pitch, speed, volume, tone, preferred spoken language, age group, accent, and any other characteristics that may be processed using the received audio input from the user). In some implementations, the IVR system **1052** may analyze the dynamic interaction data and store the analyzed dynamic interaction data in the data store **1060**. In some other implementations, the IVR system **1052** may store the analyzed dynamic interaction data internally. In some other implementations, the IVR system **1052** may store the received dynamic interaction data without further analysis.

The IVR system **1052** determines whether a speech resource is required to process the received voice data (**1109**). If the IVR system **1052** determines that a speech resource is required to process the received voice data, the IVR system **1052** may send a speech resource allocation request to the ODSA engine **1070**. In some implementations, the speech resource allocation request may include the state of the voice communications session and, optionally, the dynamic interaction data. In some other implementations, the IVR system **1052** may store the state of the voice

communications session and, optionally, the dynamic interaction data at the data store **1060**, and may not include such information in the speech resource allocation request. In some implementations, the state of the voice communications session is an identifier for a voice page (e.g., the voice page that was executed to collect the received voice data from the user).

The ODSA engine **1070** receives the speech resource allocation request from the IVR system **1052** (**1111**). Upon receiving the speech resource allocation request, the ODSA engine **1070** identifies the state of the voice communications session. In some implementations, the ODSA engine **1070** may identify the state of the voice communications session by receiving such information from the IVR system **1052**. In some other implementations, the ODSA engine **1070** may identify the state of the voice communications session by communicating with the data store **1060**.

After identifying the state of the voice communications session, the ODSA engine **1070** accesses the configuration information associated with the state (**1113**). For example, a content provider for the voice communications session may have specified static speech data processing requirements at the time of developing the voice site, and the static speech data processing requirements have been previously stored at the configuration database **1082** as configuration information. The ODSA engine **1070** communicates with the configuration database **1082** to access the static speech data processing requirements (i.e., configuration information) based on the state of the voice communications session.

The ODSA engine **1070** then, optionally, accesses the dynamic interaction data associated with the voice communications session (**1117**). In some implementations, the ODSA engine **1070** may access the dynamic interaction data by receiving such information from the IVR system **1052**. In some other implementations, the ODSA engine **1070** may access the dynamic interaction data by communicating with the data store **1060**. The ODSA engine **1070** may then determine a set of dynamic speech data processing requirements based on the dynamic interaction data.

Based on the static speech data processing requirements and, optionally, the dynamic speech data processing requirements, the ODSA engine **1070** determines a speech resource for processing the voice data (**1119**). In some implementations, the ODSA engine **1070** may access engine attributes associated with a set of different speech resources, and select, based on the engine attributes, a speech resource from among the set of different speech resources that satisfies both the static speech data processing requirements and the dynamic speech data processing requirements. In some implementations, the ODSA engine **1070** may select multiple speech resources that, in combination, satisfy both the static speech data processing requirements and the dynamic speech data processing requirements. In some implementations, the ODSA engine **1070** may select a single speech resource that satisfies the static speech data processing requirements (e.g., an ASR engine that handles basic ASR) and a different single speech resource that satisfies the dynamic speech data processing requirements (e.g., a noise reduction engine). In some implementations, the ODSA engine **1070** may select multiple different speech resources that are each able to satisfy the static speech data processing requirements and/or the dynamic speech data processing requirements, and may then select, from among these, the speech resource for the content provider based on cost (e.g., the lowest cost speech resource). For example, the dynamic interaction data for the user indicates that the user is a female, so the ODSA engine **1070** selects an ASR engine best able to handle a female voice. In some implementations, one or more static or dynamic speech data processing requirements may be weighted, and the ODSA engine **1070** may determine the optimal speech resource that satisfies the weighted speech data processing requirements.

After determining the speech resource, the ODSA engine **1070** allocates the speech resource to the IVR system **1052** (**1121**). In some implementations, the ODSA engine **1070** may identify a port that can be connected to the determined speech resource, and communicates the port identifier to the IVR system **1052**. In some implementations, the ODSA engine **1070** may identify more than one port for the IVR system **1052**. For example, the ODSA engine **1070** may determine that the IVR system **1052** should connect to both an ASR engine **1072** and the noise reduction engine **1076**. The ODSA engine **1070** then communicates the speech resource allocation information to the IVR system **1052**. In some implementations, the speech resource allocation information may include information identifying resource type and the port identifier.

After receiving the speech resource allocation information from the ODSA engine **1070**, the IVR system **1052** accesses the allocated speech resource (**1123**). In some implementations, the IVR system **1052** may connect to and access the allocated speech resource via a port identified by the port identifier. The IVR system **1052** may communicate with the allocated speech resource to process the voice data received from the user.

Under the example process **1100** illustrated in FIG. **11**A, the IVR system **1052** may continue to use the same allocated speech resource to process subsequent voice data received from the user at subsequent states of the voice interaction. However, the static speech data processing requirements or the dynamic speech data processing requirements may change at subsequent states of the voice interaction. It, therefore, may be useful to iteratively determine and allocate speech resources at different states of the voice interaction.

FIG. **11**B depicts a flow chart illustrating an example process **1100** that iteratively determines and allocates speech resources based on static configuration of the voice interaction, dynamic interaction data, and engine attributes of the speech resources. As described previously, after receiving the speech resource allocation information from the ODSA engine **1070**, the IVR system **1052** accesses the allocated speech resource and processes the voice data received from the user using the allocated speech resource (**1123**). The IVR system **1052** then provides the processed voice data to the user and determines whether the speech resource has satisfied the user's demand (**1125**). In some implementations, the IVR system **1052** may determine whether the speech resource has satisfied the user's demand by determining whether the user speaks the same or similar voice data again. In some implementations, the IVR system **1052** may determine whether the speech resource has satisfied the user's demand by determining the tone or other voice characteristics of the user's subsequent voice data input.

If the IVR system **1052** determines that the speech resource has satisfied the user's demand (**1125**), the IVR system **1052** determines whether the voice communications session has ended (**1127**). In some implementations, the IVR system **1052** may determine whether the voice communications session has ended by identifying the state of the voice interaction. In some implementations, the IVR system **1052** may determine whether the voice communications session has ended by analyzing the user's voice data. If the IVR system **1052** determines that the voice communications session has ended, the IVR system **1052** may close the port

connected to the allocated speech resource. If the IVR system **1052** determines that the voice communications session has not ended, the IVR system **1052** receives subsequent voice data and, optionally, dynamic interaction data from the user (**1107**). Based on the newly received voice data and, optionally, the dynamic interaction data, the IVR system **1052** determines whether a speech resource is required to process the received voice data (**1109**). In some implementations, the IVR system **1052** may determine that the previously allocated speech resource is sufficient to process the newly received voice data. In that case, after the IVR system **1052** processes the voice data, the IVR system **1052** determines whether the voice communications session has ended (**1127**).

If the IVR system **1052** determines that a new speech resource is required, a speech resource allocation request is sent to the ODSA engine **1070**. Upon receiving the speech the speech resource allocation request from the IVR system **1052** (**1111**), the ODSA engine **1070** accesses the configuration information associated with the newly identified state (**1113**), optionally accesses the newly received dynamic interaction data (**1117**), and determines a speech resource for processing the newly received voice data (**1119**). After determining the speech resource, the ODSA engine **1070** allocates the speech resource to the IVR system **1052** (**1121**), and after receiving the speech resource allocation information from the ODSA engine **1070**, the IVR system **1052** accesses the allocated speech resource (**1123**).

If the IVR system **1052** determines that the speech resource has not satisfied the user's demand (**1125**), the IVR system **1052** sends a request to the ODSA engine **1070** to determine another speech resource for processing the previously received voice data (**1119**). In some implementations, the ODSA engine **1070** may determine to select the most robust speech resource based on the feedback from the IVR system **1052**. In some implementations, the ODSA engine **1070** may determine to select another speech resource based on the dynamic interaction data. In some implementations, the ODSA engine **1070** may determine to add another speech resource (e.g., the noise reduction engine **1076**) in addition to the previously determined speech resource. After determining the speech resource, the ODSA engine **1070** allocates the speech resource to the IVR system **1052** (**1121**), and after receiving the speech resource allocation information from the ODSA engine **1070**, the IVR system **1052** accesses the allocated speech resource (**1123**).

FIG. **11**C illustrates a flow chart illustrating an example process **1100** that iteratively determines and allocates speech resources based on historical interaction data, static configuration of the voice interaction, dynamic interaction data, and engine attributes of the speech resources. Referring to FIG. **11**C, an initial voice communications session has ended (**1101**). In some implementations, the initial voice communications session may be exchanged between the user of the intelligent mobile telephone **1010** and the IVR system **1052**. In some implementations, the initial voice communications session may be exchanged between another user of another intelligent mobile telephone and the IVR system **1052**. Historical interaction data may be derived based on the initial voice communications session. For example, the historical interaction data may include voice characteristics of the caller (e.g., gender, pitch, speed, volume, tone, preferred spoken language, age group, accent, and any other characteristics that may be processed using the received audio input from the user). As another example, the historical interaction data may include speech resources accessed by the IVR system **1052** during the initial voice communications session. As another example, the historical interaction data may include speech resources accessed by the IVR system **1052** during previous voice communications sessions invoked by other users accessing the same voice application.

The IVR system **1052** stores the historical interaction data at the data store **1060** (**1103**). Each time a user accesses the voice application, historical interaction data associated with the particular voice communications session may be stored at the data store **1060**. The data store **1060** may include aggregated historical interaction data for a particular voice application, or historical interaction data for a particular user.

A user of the intelligent mobile telephone **1010** then initiates a voice communications session with the IVR system **1052** (**1105**). In some implementations, a caller identity (e.g., a name of the caller, an e-mail address of the caller, or an account number) is determined at the beginning of the voice communications session by, for example, prompting the user to input using a keypad the identity or prompting the caller to speak the identity. As another example, a caller identity may be identified automatically by the IVR system **1052** using metadata (e.g., phone number) associated with the intelligent mobile telephone **1010**. Using the caller identity, corresponding historical information for the particular user may be accessed from the data store **1060** at the beginning of the session.

The IVR system **1052** receives voice data and, optionally, dynamic interaction data from the user (**1107**). The IVR system **1052** determines whether a speech resource is required to process the received voice data (**1109**). If the IVR system **1052** determines that a speech resource is required to process the received voice data, the IVR system **1052** may send a speech resource allocation request to the ODSA engine **1070**. If the IVR system **1052** determines that a speech resource is not required to process the received voice data, the IVR system **1052** may process the voice data, and determine whether the voice communications session has ended (**1127**).

If the IVR system **1052** determines that a speech resource is required to process the received voice data, the IVR system **1052** may send a speech resource allocation request to the ODSA engine **1070**. The ODSA engine **1070** receives the speech resource allocation request from the IVR system **1052** (**1111**). Upon receiving the speech resource allocation request, the ODSA engine **1070** identifies the state of the voice communications session. In some implementations, the ODSA engine **1070** may identify the state of the voice communications session by receiving such information from the IVR system **1052**. In some other implementations, the ODSA engine **1070** may identify the state of the voice communications session by communicating with the data store **1060**.

After identifying the state of the voice communications session, the ODSA engine **1070** accesses the configuration information associated with the state (**1113**). The ODSA engine **1070** also accesses the historical interaction data (**1115**). In some implementations, the ODSA engine **1070** accesses the historical interaction data from the data store **1060**. For example, for a particular state of the voice communications session, the ODSA engine **1070** may access the aggregated historical interaction data associated with multiple users that have accessed the voice application from the data store **1060**, and identify the most common speech resource for the particular state that was determined by the ODSA engine **1070** and accessed by the IVR system **1052** for the multiple users (e.g., if most callers using the voice

application are females, the ODSA engine **1070** may select an ASR engine optimized to process female voices). As another example, for a particular state of the voice communications session, the ODSA engine **1070** may access the historical interaction data associated with the user of the intelligent mobile telephone **1010**, and identify the speech resource for the particular state that was determined by the ODSA engine **1070** and accessed by the IVR system **1052** for the user during the previous communications session (e.g., if a caller calling from a recognized phone number was a male in the previous communications sessions, the ODSA engine **1070** may select an ASR engine optimized to process male voices).

The ODSA engine **1070** then, optionally, accesses the dynamic interaction data associated with the voice communications session (**1117**). In some implementations, the ODSA engine **1070** may access the dynamic interaction data by receiving such information from the IVR system **1052**. In some other implementations, the ODSA engine **1070** may access the dynamic interaction data by communicating with the data store **1060**. The ODSA engine **1070** may then, optionally, determine a set of dynamic speech data processing requirements based on the dynamic interaction data.

Based on the static speech data processing requirements, optionally the dynamic speech data processing requirements, and the historical interaction data, the ODSA engine **1070** determines a speech resource for processing the voice data (**1119**). In some implementations, the ODSA engine **1070** may access engine attributes associated with speech resources, and determines a speech resource that satisfies the static speech data processing requirements and, optionally, the dynamic speech data processing requirements. In some implementations, the ODSA engine **1070** may determine a speech resource based on the historical interaction data. For example, a caller may be known to prefer to speak in Spanish, so the ODSA engine **1070** may select an ASR engine that supports Spanish. As another example, the caller may be known to have a particular accent (e.g., a heavy Australian accent), so the ODSA engine **1070** may select an ASR engine best able to handle a particular language (e.g., English) spoken with that accent. This ASR assignment occurs dynamically, in response to the call, and is tailored to the particular information known about that user.

In some implementations, the historical interaction data about the user may be combined with the static speech data processing requirements to determine the optimal speech resource to handle the call. For example, if the voice interaction is completing a survey and the caller is known to speak in Spanish, a simpler and lower cost ASR engine (e.g., an ASR engine that supports basic ASR) may be selected that supports Spanish.

In some implementations, the ODSA engine **1070** may determine multiple speech resources that satisfy the static speech data processing requirements and the dynamic speech data processing requirements, and may then select the speech resource with the lowest cost for the content provider. In some implementations, one or more static speech data processing requirements, dynamic speech data processing requirements, and historical interaction data may be weighted, and the ODSA engine **1070** may determine the optimal speech resource that based on the weighted static speech data processing requirements, dynamic speech data processing requirements, and the historical interaction data.

After determining the speech resource, the ODSA engine **1070** allocates the speech resource to the IVR system **1052** (**1121**). The ODSA engine **1070** then communicates the speech resource allocation information with the IVR system **1052**. After receiving the speech resource allocation information from the ODSA engine **1070**, the IVR system **1052** accesses the allocated speech resource (**1123**). The IVR system **1052** then determines whether the speech resource satisfies user demand (**1125**), as previously described in FIG. **11**B.

The process **1100** iteratively repeats until the IVR system **1052** determines that the voice communications session has ended (**1127**). The IVR system **1052** then stores the information associated with the voice communications session as historical interaction data at the data store **1060** (**1103**).

FIGS. **12**A-**12**B illustrate an example GUI **1200** for an application development tool that is used by a content provider to configure speech resource parameters for processing voice information from a user. GUI **1200** corresponds to a version of GUI **500**, which was previously described with respect to FIGS. **5**A-**5**N, that has been enhanced to include additional user interface features that are specifically directed to dynamic speech resource allocation.

FIG. **12**A illustrates a Site Overview interface **1210** similar to interface **510** illustrated in FIG. **5**A but modified to support dynamic speech resource allocation. For example, unlike interface **510**, interface **1210** includes an additional page **1203** (corresponding to the page number **1600**) used to collect personal information from the caller. In one implementation example, the voice page **1203** prompts the user to speak personal information (e.g., the user's name and/or account number) and interprets the spoken personal information. The personal information may then be used to authenticate the user and/or access a particular account associated with the user.

FIG. **12**B illustrates an example ASR settings tab of the voice page **1203**. The ASR settings tab of the voice page **1203** illustrates example ASR settings that may be modified by a content provider to define its ASR needs for the particular voice interaction that corresponds to the voice page **1203** (i.e., the voice interaction that collects and interprets spoken personal information from the caller). The call handling system **1050** may then use the ASR settings information alone or in combination with other information about the grammars specified by the voice page **1203** (e.g., name grammar and account number grammar) to identify an ASR engine that is best able to handle the voice interaction corresponding to the voice page **1203**. In other words, a content provider may interact with the ASR settings tab of the voice page **1203** to provide the voice site builder **1080** with some or all of the configuration data that will be stored in the configuration database **1082**. This configuration data reflects the static speech data processing requirements for the voice interaction that corresponds to the voice page **1203** and that can be used by the optimized dynamic speech allocation engine **1070** to identify the best ASR engine for the voice interaction, as described previously.

In some implementations, an ASR setting may include a speech type attribute **1221***c*. Examples of speech types supported by this particular implementation of the voice site builder **1080** include, but are not limited to, natural language, numerical, Yes/No, and dictation. The user is able to select from among these different types using, for example, a drop-down menu as shown in FIG. **12**B. In some implementations, a voice page having an ASR setting of a natural language type may be configured to allow a user to proactively provide voice data in a voice application without the IVR system **1052** prompting the user to do so. In some implementations, a voice page having an ASR setting of a numerical type may be configured to allow a user to only

provide numerical values during the particular stage of the voice interaction with the IVR system **1052**. In some implementations, a voice page having an ASR setting of a Yes/No type may be configured to allow a user to only provide a "Yes" or "No" answer during the particular stage of the voice interaction with the IVR system **1052**. In some implementations, a voice page having an ASR setting of a dictation speech type may be configured to render a user's speech into text without engaging language exchange between the user and a voice application.

In some implementations, an ASR setting may include a language attribute **1221***d*. In the implementation example shown in FIG. **12**B, a user is able to select from among two different languages, i.e., English and Spanish, by interacting with a drop-down menu.

In some implementations, an ASR setting may include an ASR selection attribute **1221***g*. The user (i.e., content provider) may select to allow the service provider to select the ASR engine that the service provider deems is best able to satisfy the data processing requirements for the voice page **1203** by selecting the "optimized" option from, for example, a drop-down menu. Alternatively, the user may manually select a particular ASR engine from among a set of available ASR engines by, for example, instead selecting the corresponding ASR engine identifier from the drop-down menu. In some implementations, the ASR Settings tab may not allow the user to manually select a particular ASR engine to thereby preserve the ability of the service provider to update, change and/or replace the existing set of ASR engines without negatively impacting any particular voice site designed using the voice site builder **1080**.

In some implementations, an ASR setting may include a minimum recognition accuracy attribute **1221***k*. In general, an ASR engine provides a recognition accuracy associated with the processed voice data. For example, the ASR engine may assign a score to the processed voice data. In some implementations, the ASR engine may determine that there are multiple possible interpretations for the received voice data, and the ASR engine may assign a score to each of the possible interpretation. The minimum recognition accuracy attribute **1221***k* may provide a threshold for filtering out possible interpretations having scores lower than the threshold. For example, a particular ASR engine may process a voice input, and determines that there is a possibility of 90% that the user has said the word "Boston," a possibility of 70% that the user has said the word "Austin," and a possibility of 50% that the user has said the word "Houston." If the minimum recognition accuracy attribute **1221***k* has been set to 80% by the content provider, the ASR engine may only return the word "Boston" to the IVR system **1052**.

In some implementations, an ASR setting may include a security attribute **1221***m*. For example, a content provider may configure the voice page **1203** to require the voice biometric feature, and only ASR engines that are configured to support biometrics features would be selected for the voice page **1203**.

FIG. **13** is a flow chart illustrating an example process **1300** that determines and allocates speech resources based on static speech data processing requirements. The example process **1300** may be described in terms of the example process **1100**. A user of the intelligent mobile telephone **1010** initiates a voice communications session with the IVR system **1052** (**1105**). Here, the user has initiated a hotel reservation application using her intelligent mobile telephone **1010** (**1305**). In some implementations, the user may initiate the hotel reservation application by calling a telephone number. In some implementations, the user may initiate the hotel reservation application by enabling the hotel reservation application on the screen of her intelligent mobile telephone **1010**. The intelligent mobile telephone **1010** is connected to the IVR system **1052** via the telephone network **1020** and/or the data network **1030**. The intelligent mobile telephone **1010** is also connected to the application server **1040** via the data network **1030**. The IVR system **1052** communicates with the application server **1040** and the intelligent mobile telephone **1010** to begin the voice interaction with the user.

The IVR system **1052** then determines whether a speech resource is required to process the received voice data (**1109**). Here, the IVR system **1052** determines that a speech resource is required to process the received voice data, and the IVR system **1052** sends a speech resource allocation request to the ODSA engine **1070** (**1309**).

The ODSA engine **1070** receives the speech resource allocation request from the IVR system **1052** (**1111**). Upon receiving the speech resource allocation request, the ODSA engine **1070** identifies the state of the voice communications session. In some implementations, the ODSA engine **1070** may identify the state of the voice communications session by receiving such information from the IVR system **1052**. In some other implementations, the ODSA engine **1070** may identify the state of the voice communications session by communicating with the data store **1060**.

After identifying the state of the voice communications session, the ODSA engine **1070** accesses the configuration information associated with the state (**1113**). Here, by accessing the configuration database **1082**, the ODSAE engine **1070** identifies that the hotel reservation application requires invoking the date grammar, the time grammar, the city and state grammar, the credit card grammar, and the yes and no grammar (**1313**).

Based on the static speech data processing requirements, the ODSA engine **1070** determines a speech resource for processing the voice data (**1119**). The ODSA engine **1070** may access engine attributes associated with all ASR engines **1072**, and determines a speech resource that satisfies the static speech data processing requirements. Here, the ODSA engine **1070** determines that for such a grammar intensive application, the IVR system **1052** needs to use the most robust and expensive ASR engine (**1319**).

After determining the speech resource, the ODSA engine **1070** allocates the speech resource to the IVR system **1052** (**1121**). Here, the ODSA engine **1070** identifies the ASR port corresponding to the most robust and expensive ASR in the call handling system **1050** (**1321**). The ODSA engine **1070** then communicates the speech resource allocation information with the IVR system **1502**.

After receiving the speech resource allocation information from the ODSA engine **1070**, the IVR system **1052** accesses the allocated speech resource (**1123**). Here, the IVR system **1052** connects to the most robust and expensive ASR engine via the port identified by ODSA engine **1070**, and processes the voice data received from the user (**1323**). In this example, the IVR system **1052** may continue to use the most robust and expensive ASR engine until the end of the voice interaction.

FIG. **14** is a flow chart illustrating an example process **1400** that determines and allocates speech resources based on configuration parameters associated with another voice site. The example process **1400** may be described in terms of the example process **1100**. A user of the intelligent mobile telephone **1010** initiates a voice communications session with the IVR system **1052** (**1105**). Here, the user has

initiated a simple survey application using her intelligent mobile telephone **1010** (**1405**).

The IVR system **1052** then determines whether a speech resource is required to process the received voice data (**1109**). Here, the IVR system **1052** determines that a speech resource is required to process the received voice data, and the IVR system **1052** sends a speech resource allocation request to the ODSA engine **1070** (**1409**).

The ODSA engine **1070** receives the speech resource allocation request from the IVR system **1052** (**1111**). Upon receiving the speech resource allocation request, the ODSA engine **1070** identifies the state of the voice communications session.

After identifying the state of the voice communications session, the ODSA engine **1070** accesses the configuration information associated with the state (**1113**). Here, by accessing the configuration database **1082**, the ODSAE engine **1070** identifies that the survey application requires the user to give a number between 1 and 5 to describe her satisfaction level (**1413**).

Based on the static speech data processing requirements, the ODSA engine **1070** determines a speech resource for processing the voice data (**1119**). Here, the ODSA engine **1070** determines that for such a simple grammar application, the IVR system **1052** may use the least expensive ASR engine (**1419**).

After determining the speech resource, the ODSA engine **1070** allocates the speech resource to the IVR system **1052** (**1121**). Here, the ODSA engine **1070** identifies the ASR port corresponding to the least expensive ASR in the call handling system **1050** (**1421**). The ODSA engine **1070** then communicates the speech resource allocation information with the IVR system **1052**.

After receiving the speech resource allocation information from the ODSA engine **1070**, the IVR system **1052** accesses the allocated speech resource (**1123**). Here, the IVR system **1052** connects to the least expensive ASR engine via the port identified by ODSA engine **1070**, and processes the voice data received from the user (**1423**). In this example, the IVR system **1052** may continue to use the least expensive ASR engine until the end of the voice interaction.

FIG. **15** is a flow chart illustrating an example process **1500** that determines and allocates speech resources based on configuration parameters associated with a voice site and dynamic characteristics of the call. The example process **1500** may be described in terms of the example process **1100**. A user of the intelligent mobile telephone **1010** initiates a voice communications session with the IVR system **1052** (**1105**). Here, the user has initiated a simple survey application using her intelligent mobile telephone **1010** (**1505**).

The IVR system **1052** receives voice data and dynamic interaction data from the user (**1107**). Here, the IVR system **1052** detects that there is a high level of background noise in the user's calling environment (**1507**). The IVR system **1052** then determines whether a speech resource is required to process the received voice data (**1109**). Here, the IVR system **1052** determines that a speech resource is required to process the received voice data, and the IVR system **1052** sends a speech resource allocation request to the ODSA engine **1070** (**1509**).

The ODSA engine **1070** receives the speech resource allocation request from the IVR system **1052** (**1111**). Upon receiving the speech resource allocation request, the ODSA engine **1070** identifies the state of the voice communications session. After identifying the state of the voice communications session, the ODSA engine **1070** accesses the configuration information associated with the state (**1113**). Here, by accessing the configuration database **1082**, the ODSAE engine **1070** identifies that the survey application requires the user to give a number between 1 and 5 to describe her satisfaction level (**1513**).

The ODSA engine **1070** then accesses the dynamic interaction data associated with the voice communications session (**1117**). Here, the ODSA engine **1070** determines that the calling base is a noisy environment (**1517**). The ODSA engine **1070** then determines a set of dynamic speech data processing requirements based on the dynamic interaction data.

Based on the static speech data processing requirements and the dynamic speech data processing requirements, the ODSA engine **1070** determines a speech resource for processing the voice data (**1119**). Here, the ODSA engine **1070** determines that for such a simple grammar application, the IVR system **1052** may use the least expensive ASR engine. However, due to the high background noise level, the ODSA engine **1070** may either choose to replace the least expensive ASR engine with a robust, but more expensive, ASR engine, or alternatively, the ODSA engine **1070** may choose to add the noise reduction engine **1076** to reduce the background noise. Here, the ODSA engine **1070** determines that the cost associated with accessing both the least expensive ASR engine and the noise reduction engine **1076** is lower than the cost associated with accessing the robust, but expensive, ASR engine. Therefore, the ODSA engine **1070** selects the least expensive ASR engine and the noise reduction engine **1076** as speech resources for the IVR system **1052** (**1519**).

After determining the speech resources, the ODSA engine **1070** allocates the speech resources to the IVR system **1052** (**1121**). Here, the ODSA engine **1070** identifies (i) the ASR port for the ASR engine that is least expensive and (ii) a port for noise reduction engine **1076** (**1521**). The ODSA engine **1070** then communicates the speech resource allocation information with the IVR system **1052**.

After receiving the speech resource allocation information from the ODSA engine **1070**, the IVR system **1052** accesses the allocated speech resource (**1123**). Here, the IVR system **1052** connects to the least expensive ASR engine as well as the noise reduction engine **1076** via the ports identified by ODSA engine **1070**, and processes the voice data received from the user (**1523**). In this example, the IVR system **1052** may continue to use the least expensive ASR engine and the noise reduction engine **1076** until the end of the voice interaction.

FIG. **16**A is a flow chart illustrating an example process that determines and allocates speech resources based on configuration parameters associated with a voice application and historical interaction data associated with the voice application. The example process **1600** may be described in terms of the example process **1100**. An initial voice communications session has ended (**1101**). Here, the voice application is a prescription refill application, where historically most callers are female users, as determined by the IVR system **1052** (**1601**).

The IVR system **1052** stores the historical interaction data at the data store **1060** (**1103**). Each time a user accesses the voice application, historical interaction data associated with the particular voice communications session may be stored at the data store **1060**. The data store **1060** may include aggregated historical interaction data for a particular voice application and/or historical interaction data for a particular user. Here, the IVR system **1052** stores user characteristics, such as gender of the caller, at the data store **1060** (**1601**).

A user of the intelligent mobile telephone **1010** then initiates a voice communications session with the IVR system **1052** (**1105**). Here, the user has initiated the prescription refill application using her intelligent mobile telephone **1010** (**1605**).

The IVR system **1052** then determines whether a speech resource is required to process the received voice data (**1109**). Here, the IVR system **1052** determines that a speech resource is required to process the received voice data, and the IVR system **1052** sends a speech resource allocation request to the ODSA engine **1070** (**1609**).

The ODSA engine **1070** receives the speech resource allocation request from the IVR system **1052** (**1111**). Upon receiving the speech resource allocation request, the ODSA engine **1070** identifies the state of the voice communications session. After identifying the state of the voice communications session, the ODSA engine **1070** accesses the configuration information associated with the state (**1113**). Here, by accessing the configuration database **1082**, the ODSA engine **1070** identifies that the survey application requires moderate grammar interactions with the user (**1613**).

After accessing the configuration information, the ODSA engine **1070** accesses the historical interaction information associated with the state (**1115**). Here, by accessing the data store **1060**, the ODSA engine **1070** identifies that the prescription refill application is mostly used by females (**1615**).

Based on the static speech data processing requirements and the historical interaction information, the ODSA engine **1070** determines a speech resource for processing the voice data (**1119**). The ODSA engine **1070** may access engine attributes associated with all ASR engines **1072**, and determines a speech resource that satisfies the static speech data processing requirements and the historical interaction information. Here, the ODSA engine **1070** determines that, given the high pitch of the voice data associated with most female callers, the misrecognitions are high with the less robust ASR engine. The ASR engine that is the most robust to pitch (i.e., able to most accurately interpret voice data corresponding to a voice having a high pitch) is selected (**1619**).

After determining the speech resource, the ODSA engine **1070** allocates the speech resource to the IVR system **1052** (**1121**). Here, the ODSA engine **1070** identifies the ASR port corresponding to the ASR engine that is the most robust with respect to pitch in the call handling system **1050** (**1621**). The ODSA engine **1070** then communicates the speech resource allocation information with the IVR system **1052**.

After receiving the speech resource allocation information from the ODSA engine **1070**, the IVR system **1052** accesses the allocated speech resource (**1123**). Here, the IVR system **1052** connects to the ASR engine that is the most robust to pitch via the port identified by ODSA engine **1070**, and processes the voice data received from the user (**1623**). In this example, the IVR system **1052** then determines whether the voice communications session has ended (**1127**). If the voice communications session has ended, the IVR system **1052** stores the voice interaction data with the current user at the data store **1060** (**1103**). If the voice communications session has not ended, the IVR system **1052** continues the voice interaction with the current user, and the ODSA engine **1070** allocates the optimal ASR engine depending on the state of the voice communications session.

FIG. **16**B is a flow chart illustrating an example process that determines and allocates speech resources based on configuration parameters associated with a voice site, historical interaction data associated with the voice site, and dynamic characteristics of the call. As previously described in FIG. **16**A, based on the static speech data processing requirements and the historical interaction information, the ODSA engine **1070** determines a speech resource for processing the voice data (**1119**). The ODSA engine **1070** may access engine attributes associated with all ASR engines **1072**, and determines a speech resource that satisfies the static speech data processing requirements and the historical interaction information. Here, the ODSA engine **1070** first determines that, given the high pitch of the voice data associated with most female callers, the misrecognitions are high with the less robust ASR engine. The ASR engine that is the most robust with respect to high-pitched voices is selected (i.e., the ASR engine that has the best accuracy in interpreting voice data corresponding to a high-pitched voice) (**1619**).

After determining the speech resource, the ODSA engine **1070** allocates the speech resource to the IVR system **1052** (**1121**). Here, the ODSA engine **1070** identifies the ASR port corresponding to the ASR engine that is the most robust with respect to high-pitched voices in the call handling system **1050** (**1621**). The ODSA engine **1070** then communicates the speech resource allocation information to the IVR system **1052**.

After receiving the speech resource allocation information from the ODSA engine **1070**, the IVR system **1052** accesses the allocated speech resource (**1123**). Here, the IVR system **1052** connects to the ASR engine that is the most robust with respect to high-pitched voices via the port identified by ODSA engine **1070**, and processes the voice data received from the user (**1623**).

The IVR system **1052** then determines whether the speech resource satisfies user demand (**1125**). Here, the IVR system **1052** determines that the misrecognition rate associated with the ASR engine that is the most robust with respect to high-pitched voices is too high for this particular user because, for example, the number of times that the ASR engine has failed to accurately interpret the user's speech in the communications session has passed a threshold (e.g., the ASR engine has misinterpreted the user's identification of a prescribed drug twice). In response to determining that the misrecognition rate is too high, the IVR system **1052** sends a second speech resource allocation request to the ODSA engine **1070**.

The ODSA engine **1070** determines a second speech resource for the IVR system **1052** (**1119**). Here, the ODSA engine **1070** determines that the caller is male, and therefore the misrecognition rate associated with the ASR engine that is the most robust to pitch is high. A second ASR engine that is robust to male voice is selected.

After determining the second ASR engine, the ODSA engine **1070** identifies the ASR port corresponding to the second ASR engine (**1633**). The ODSA engine **1070** then communicates the speech resource allocation information with the IVR system **1052**.

After receiving the speech resource allocation information from the ODSA engine **1070**, the IVR system **1052** connects to the second ASR engine via the port identified by ODSA engine **1070**, and processes the voice data received from the male user (**1635**). The IVR system **1052** then again determines whether the speech resource satisfies user demand (**1125**). Here, the recognition rate using the second ASR engine is above a threshold defined by the content provider of the prescription refill application, and the IVR system **1052** moves on to determine whether the voice communications session has ended (**1127**). If the voice communications session has ended, the IVR system **1052** stores the voice interaction data with the current user at the

data store **1060** (**1103**). If the voice communications session has not ended, the IVR system **1052** continues the voice interaction with the current user, and the ODSA engine **1070** allocates the optimal ASR engine depending on the state of the voice communications session.

While the above-described implementations focus on the dynamic allocation of speech resources, the same techniques may be used to allocate other types of data processing resources that are not specifically focused on voice or speech. For example, the same techniques could be used to allocate video processing resources such as, for example, facial recognition engines or license-plate reading engines. The disclosed and other examples can be implemented as one or more computer program products, i.e., one or more modules of computer program instructions encoded on a computer readable medium for execution by, or to control the operation of, data processing apparatus. The implementations can include single or distributed processing of algorithms. The computer readable medium can be a machine-readable storage device, a machine-readable storage substrate, a memory device, or a combination of one or more them. The term "data processing apparatus" encompasses all apparatus, devices, and machines for processing data, including by way of example a programmable processor, a computer, or multiple processors or computers. The apparatus can include, in addition to hardware, code that creates an execution environment for the computer program in question, e.g., code that constitutes processor firmware, a protocol stack, a database management system, an operating system, or a combination of one or more of them.

A computer program (also known as a program, software, software application, script, or code) can be written in any form of programming language, including compiled or interpreted languages, and it can be deployed in any form, including as a standalone program or as a module, component, subroutine, or other unit suitable for use in a computing environment. A computer program does not necessarily correspond to a file in a file system. A program can be stored in a portion of a file that holds other programs or data (e.g., one or more scripts stored in a markup language document), in a single file dedicated to the program in question, or in multiple coordinated files (e.g., files that store one or more modules, sub programs, or portions of code). A computer program can be deployed to be executed on one computer or on multiple computers that are located at one site or distributed across multiple sites and interconnected by a communications network.

The processes and logic flows described in this document can be performed by one or more programmable processors executing one or more computer programs to perform functions by operating on input data and generating output. The processes and logic flows can also be performed by, and apparatus can also be implemented as, special purpose logic circuitry, e.g., an FPGA (field programmable gate array) or an ASIC (application specific integrated circuit).

Processors suitable for the execution of a computer program include, by way of example, both general and special purpose microprocessors, and any one or more processors of any kind of digital computer. Generally, a processor will receive instructions and data from a read only memory or a random access memory or both. The essential elements of a computer can include a processor for performing instructions and one or more memory devices for storing instructions and data. Generally, a computer can also include, or be operatively coupled to receive data from or transfer data to, or both, one or more mass storage devices for storing data, e.g., magnetic, magneto optical disks, or optical disks. However, a computer need not have such devices. Computer readable media suitable for storing computer program instructions and data can include all forms of nonvolatile memory, media and memory devices, including by way of example semiconductor memory devices, e.g., EPROM, EEPROM, and flash memory devices; magnetic disks, e.g., internal hard disks or removable disks; magneto optical disks; and CD ROM and DVD-ROM disks. The processor and the memory can be supplemented by, or incorporated in, special purpose logic circuitry.

While this document may describe many specifics, these should not be construed as limitations on the scope of an invention that is claimed or of what may be claimed, but rather as descriptions of features specific to particular embodiments. Certain features that are described in this document in the context of separate embodiments can also be implemented in combination in a single embodiment. Conversely, various features that are described in the context of a single embodiment can also be implemented in multiple embodiments separately or in any suitable sub-combination. Moreover, although features may be described above as acting in certain combinations and even initially claimed as such, one or more features from a claimed combination can in some cases be excised from the combination, and the claimed combination may be directed to a sub-combination or a variation of a sub-combination. Similarly, while operations are depicted in the drawings in a particular order, this should not be understood as requiring that such operations be performed in the particular order shown or in sequential order, or that all illustrated operations be performed, to achieve desirable results.

Only a few examples and implementations are disclosed. Variations, modifications, and enhancements to the described examples and implementations and other implementations can be made based on what is disclosed.

What is claimed is:

1. A computer-implemented method comprising:

receiving, by a call handling system, a request to allocate a speech resource for processing voice data of a voice communications session between an interactive voice response (IVR) system and a telephonic device;

accessing, by the call handling system, configuration data associated with a current state of the voice communications session;

determining, by the call handling system, one or more data processing requirements of the current state of the voice communications session;

selecting, by the call handling system, a selected speech resource from among multiple speech resources, each of the speech resources having an associated cost, at least two of the associated costs being different, the selecting being based on the configuration data, the one or more data processing requirements of the current state of the voice communications session, and the associated costs of the speech resources, the multiple speech resources comprising at least one automatic speech recognition (ASR) engine; and

allocating the selected speech resource to the voice communications session.

2. The method of claim **1**, comprising:

accessing, by the call handling system, dynamic interaction data associated with a user of the telephonic device.

3. The method of claim **2**, wherein the dynamic interaction data includes data representing one or more voice characteristics associated with the user.

4. The method of claim 2, wherein the dynamic interaction data includes data representing characteristics associated with the user's calling environment during the voice communications session.

5. The method of claim 2, wherein the dynamic interaction data includes a location of the user during the current state of the voice communications session.

6. The method of claim 1, wherein selecting a speech resource comprises selecting at least one automatic speech recognition (ASR) engine based on one or more ASR engine attributes, and wherein the one or more ASR engine attributes include a speech type, a supported language, a channel type, a cost per transaction, a recognition accuracy, a security feature, or an interaction type.

7. The method of claim 1,

comprising accessing, by the call handling system, interaction data associated with a previous voice communications session; and

wherein selecting, by the call handling system, a speech resource from among multiple speech resources further comprises selecting the speech resource based on the configuration data and the interaction data.

8. The method of claim 1, comprising:

determining that the selected speech resource does not satisfy a demand of a user of the telephonic device; and

in response to determining that the selected speech resource does not satisfy the demand of the user, selecting, by the call handling system, a second, different, speech resource from among the multiple speech resources; and

allocating the second speech resource to the voice communications session.

9. The computer-implemented method of claim 1, wherein the one or more data processing requirements of the current state of the voice communications session comprises an ambient noise level of the voice communications session.

10. A system comprising:

one or more computers and one or more storage devices storing instructions that when executed by the one or more computers cause the one or more computers to perform operations comprising:

receiving a request to allocate a speech resource for processing voice data of a voice communications session between an interactive voice response (IVR) system and a telephonic device;

accessing configuration data associated with a current state of the voice communications session;

determining one or more data processing requirements of the current state of the voice communications session;

selecting a speech resource from among multiple speech resources, each of the speech resources having an associated cost, at least two of the associated costs being different, the selecting being based on the configuration data, the one or more data processing requirements of the current state of the voice communications session, and the associated costs of the speech resources, the multiple speech resources comprising at least one automatic speech recognition (ASR) engine; and

allocating the selected speech resource to the voice communications session.

11. The system of claim 10, comprising:

accessing dynamic interaction data associated with a user of the telephonic device.

12. The system of claim 11, wherein the dynamic interaction data includes (i) data representing one or more voice characteristics associated with the user, (ii) data representing characteristics associated with the user's calling environment during the voice communications session, or (iii) data representing a location of the user during the current state of the voice communications session.

13. The system of claim 10, wherein selecting a speech resource comprises selecting one of the at least one automatic speech recognition (ASR) engine based on one or more ASR engine attributes, and wherein the one or more ASR engine attributes include a speech type, a supported language, a channel type, a cost per transaction, a recognition accuracy, a security feature, or an interaction type.

14. The system of claim 10,

wherein the operations comprise accessing interaction data associated with a previous voice communications session; and

wherein selecting a speech resource from among multiple speech resources further comprises selecting the speech resource based on the configuration data and the interaction data.

15. The system of claim 10, wherein the operations comprise:

determining that the selected speech resource does not satisfy a demand of a user of the telephonic device; and

in response to determining that the selected speech resource does not satisfy the demand of the user, selecting, a second, different, speech resource from among the multiple speech resources; and

allocating the second speech resource to the voice communications session.

16. A non-transitory computer-readable medium storing software having stored thereon instructions, which, when executed by one or more computers, cause the one or more computers to perform operations of:

receiving a request to allocate a speech resource for processing voice data of a voice communications session between an interactive voice response (IVR) system and a telephonic device;

accessing configuration data associated with a current state of the voice communications session;

determining one or more data processing requirements of the current state of the voice communications session;

selecting a speech resource from among multiple speech resources, each of the speech resources having an associated cost, at least two of the associated costs being different, the selecting being based on the configuration data, the one or more data processing requirements of the current state of the voice communications session, and the associated costs of the speech resources, the multiple speech resources comprising at least one automatic speech recognition (ASR) engine; and

allocating the selected speech resource to the voice communications session.

17. The non-transitory computer-readable medium of claim 16, comprising:

accessing dynamic interaction data associated with a user of the telephonic device.

18. The non-transitory computer-readable medium of claim 17, wherein the dynamic interaction data includes (i) data representing one or more voice characteristics associated with the user, (ii) data representing characteristics associated with the user's calling environment during the voice communications session, or (iii) data representing a location of the user during the current state of the voice communications session.

19. The non-transitory computer-readable medium of claim 16, wherein selecting a speech resource comprises

selecting one of the at least one automatic speech recognition (ASR) engine based on one or more ASR engine attributes, and wherein the one or more ASR engine attributes include a speech type, a supported language, a channel type, a cost per transaction, a recognition accuracy, a security feature, or an interaction type.

20. The non-transitory computer-readable medium of claim **16**,

wherein the operations comprise accessing interaction data associated with a previous voice communications session; and

wherein selecting a speech resource from among multiple speech resources further comprises selecting the speech resource based on the configuration data and the interaction data.

21. The non-transitory computer-readable medium of claim **16**, wherein the operations comprise:

determining that the selected speech resource does not satisfy a demand of a user of the telephonic device; and

in response to determining that the selected speech resource does not satisfy the demand of the user, selecting, a second, different, speech resource from among the multiple speech resources; and

allocating the second speech resource to the voice communications session.

* * * * *